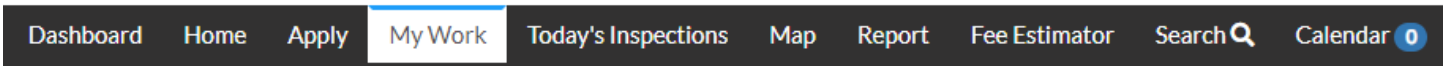
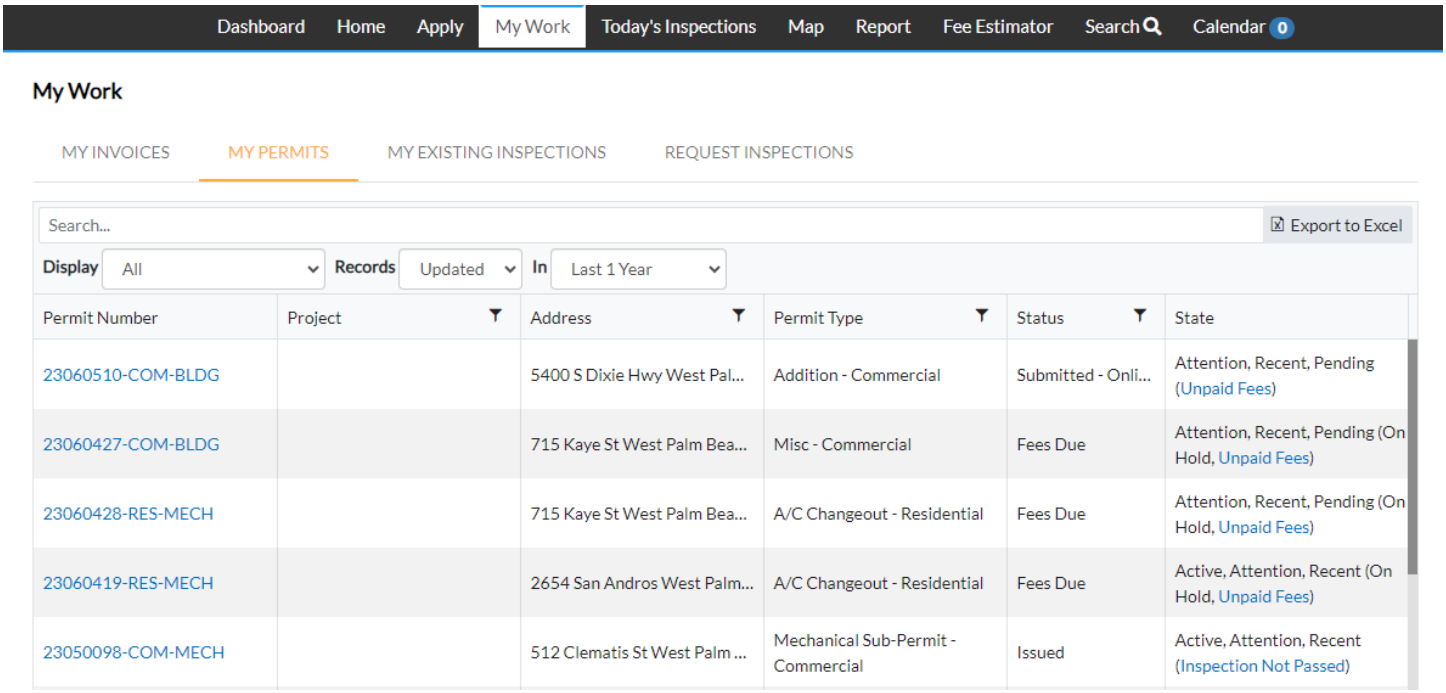
Civic Access – How to Pay an Invoice

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**.



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.

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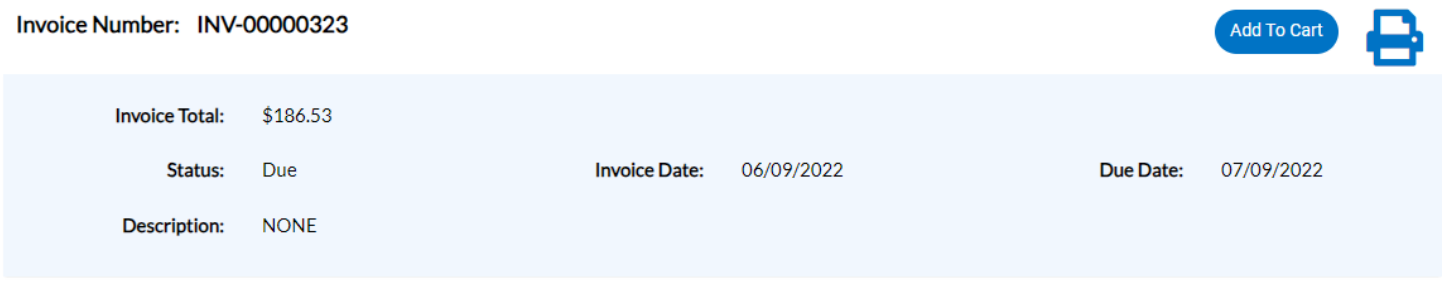
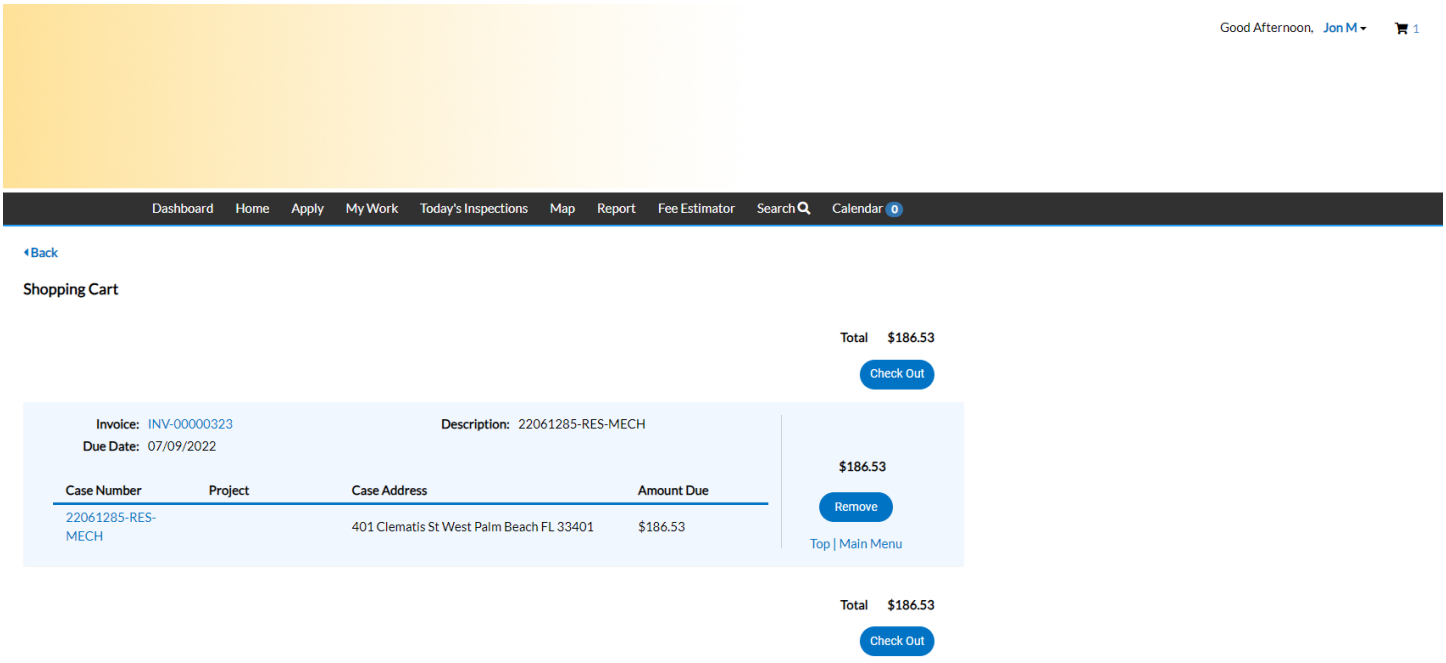
In order to pay an invoice on a particular permit or record, the best way to do so is to go into that record. However, Invoices receive their own record number, and if you click on an Invoice record you can view the singular invoice as well as print out a copy of it.



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.



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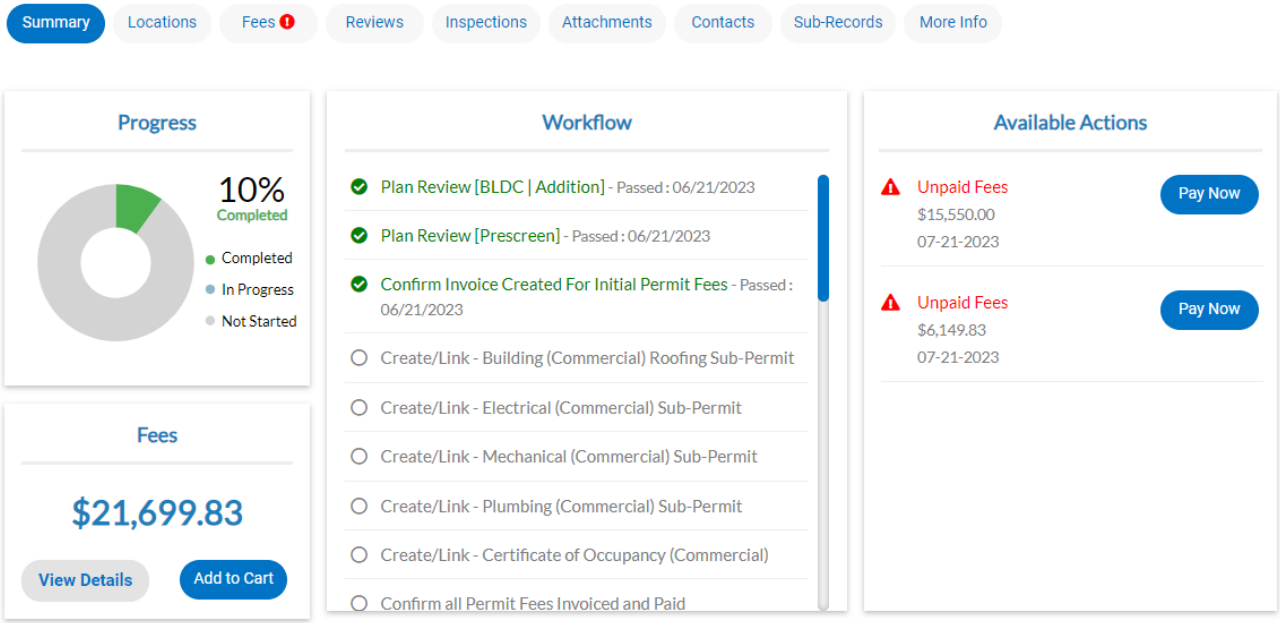
As stated earlier, you can instead navigate into an individual permit record. In this particular example, we waited to invoice the plan review fees and permit fees until after plan review was already completed. That is not normal, but we will ignore it for this example. At the top of the permit record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

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.



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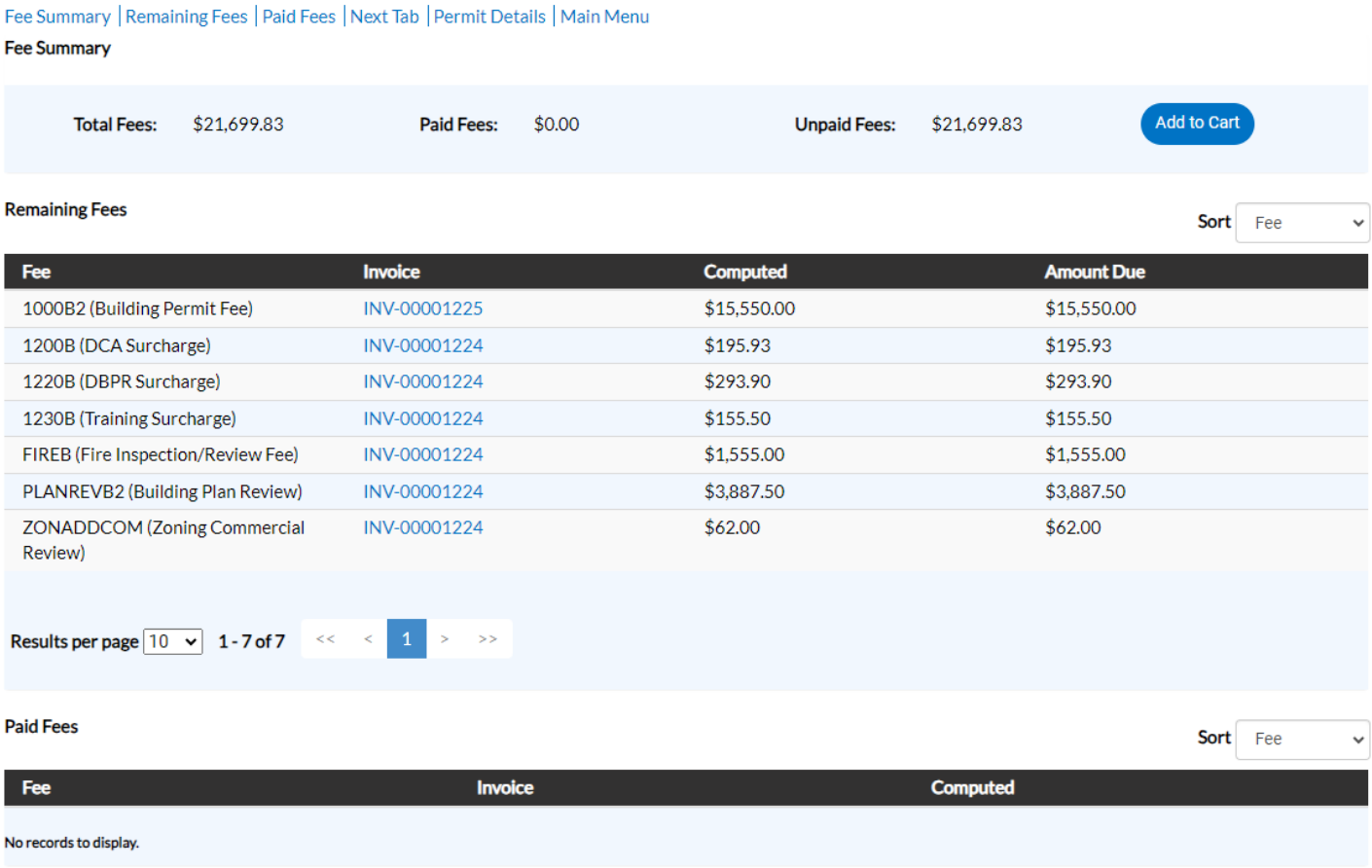
Clicking the Fees tab will show you the line item fees as well as which fees are on which invoice, should there be multiple invoices on a permit record. The Fees tab itself will also have an **Add to Cart** button.



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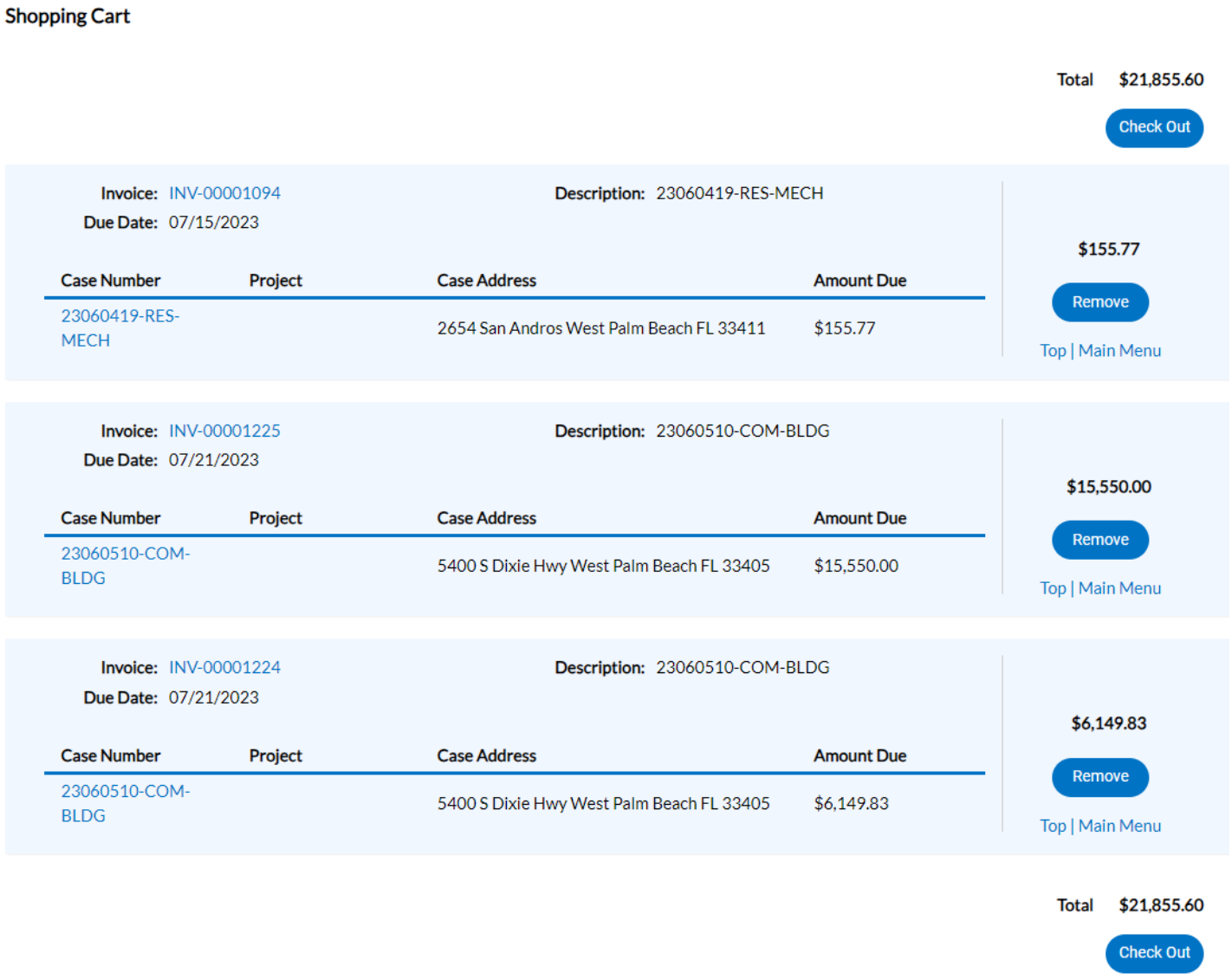
Click **Add to Cart**, which will take you to the **Shopping Cart** page, or navigate there from the **Shopping Cart** icon at the top right of the page next to your login. Civic Access allows you to pay multiple invoices at the same time, including from different permit records.

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.



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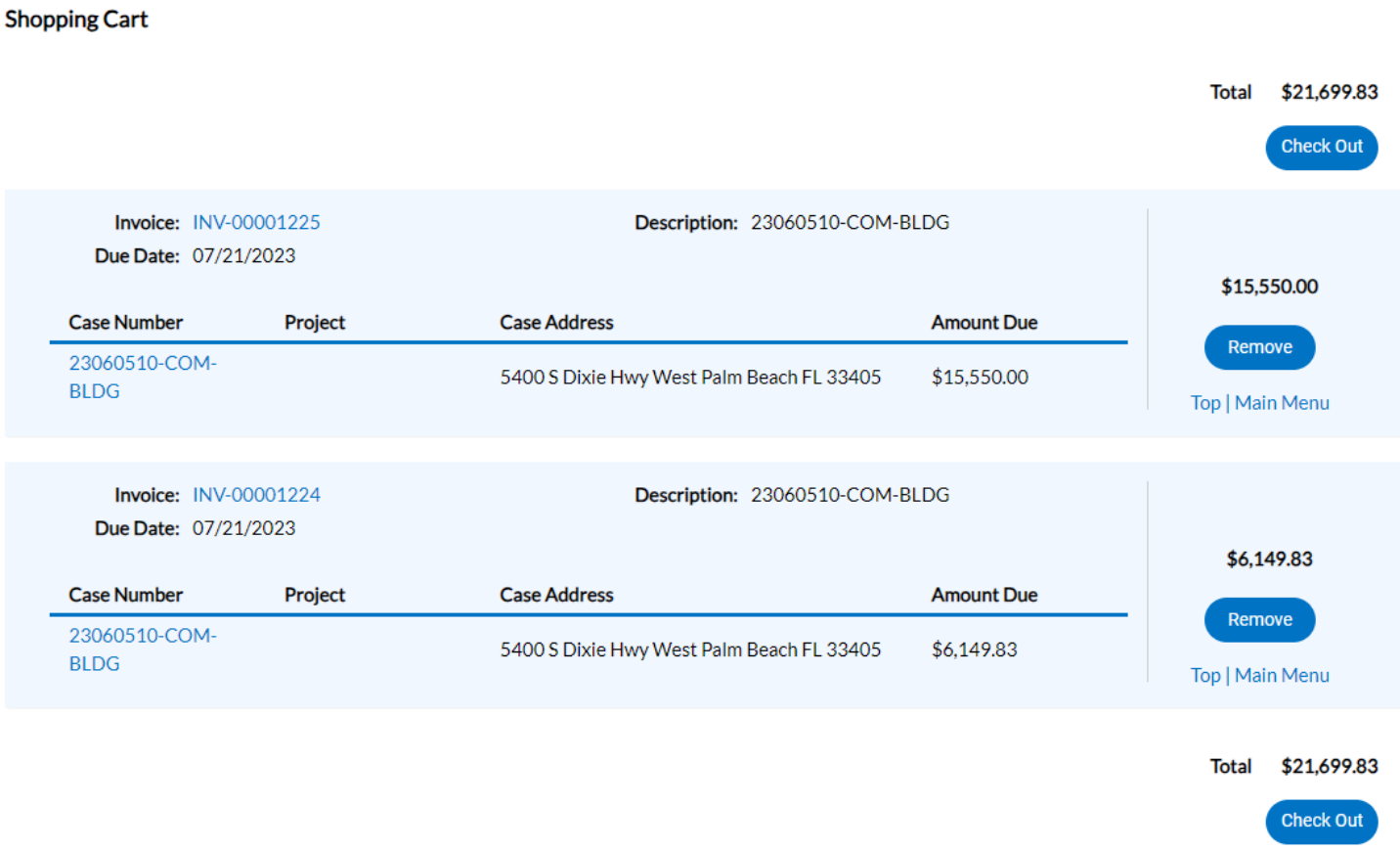
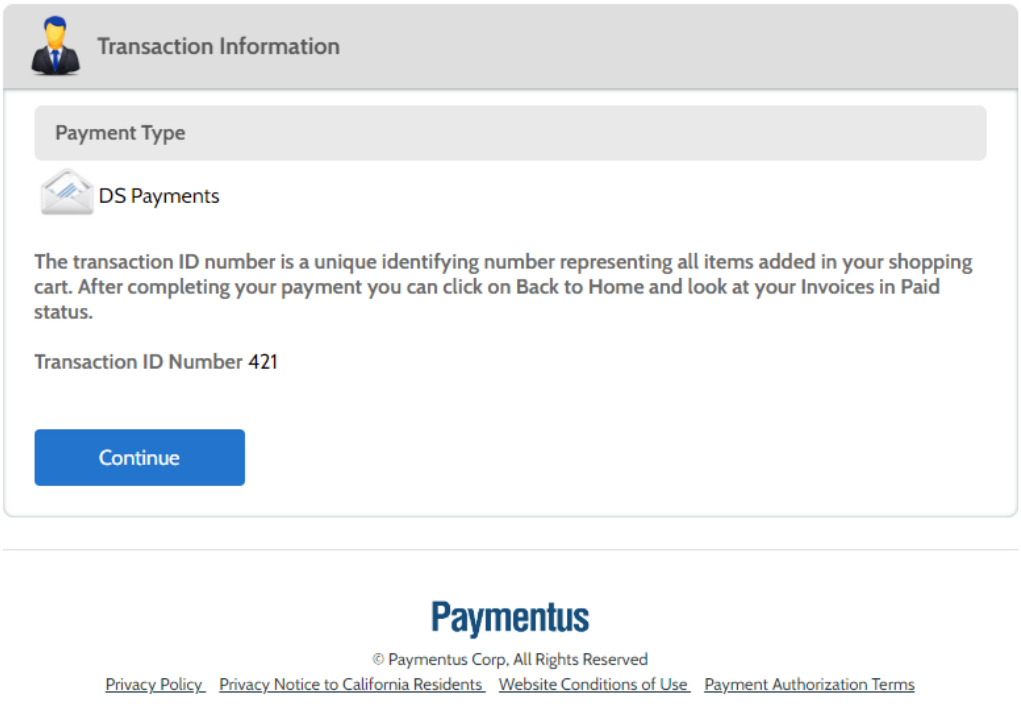
This is our new Shopping Cart page. The total amount due has updated. Now we'll click **Check Out**.



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



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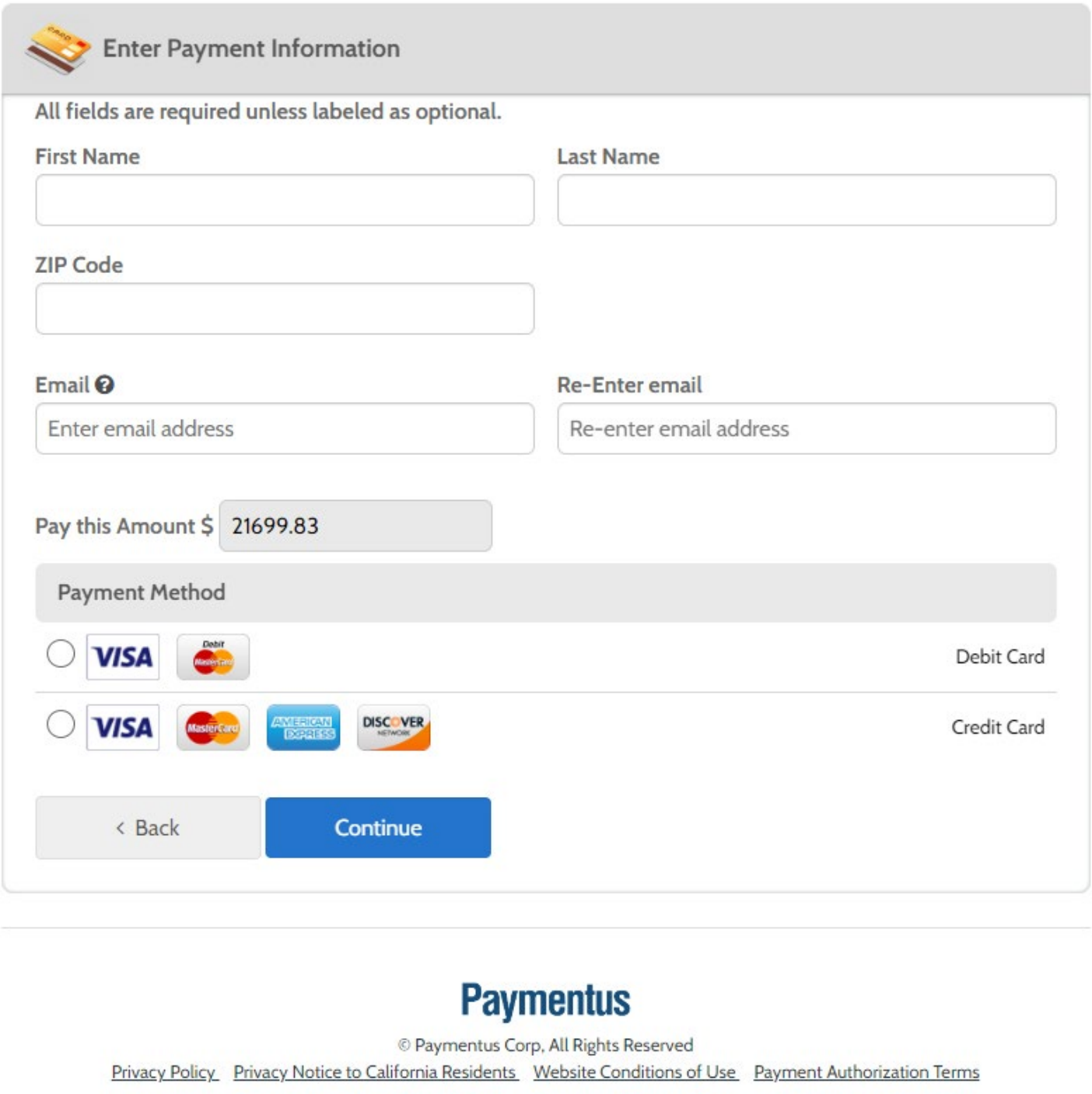
On the next page, enter in all your information, as well as your payment method. Paymentus will accept Visa and Mastercard debit card payments as well as Visa, Mastercard, American Express, and Discover credit cards. Again, the maximum allowable payment is $50,000.00. Payments over this amount must currently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



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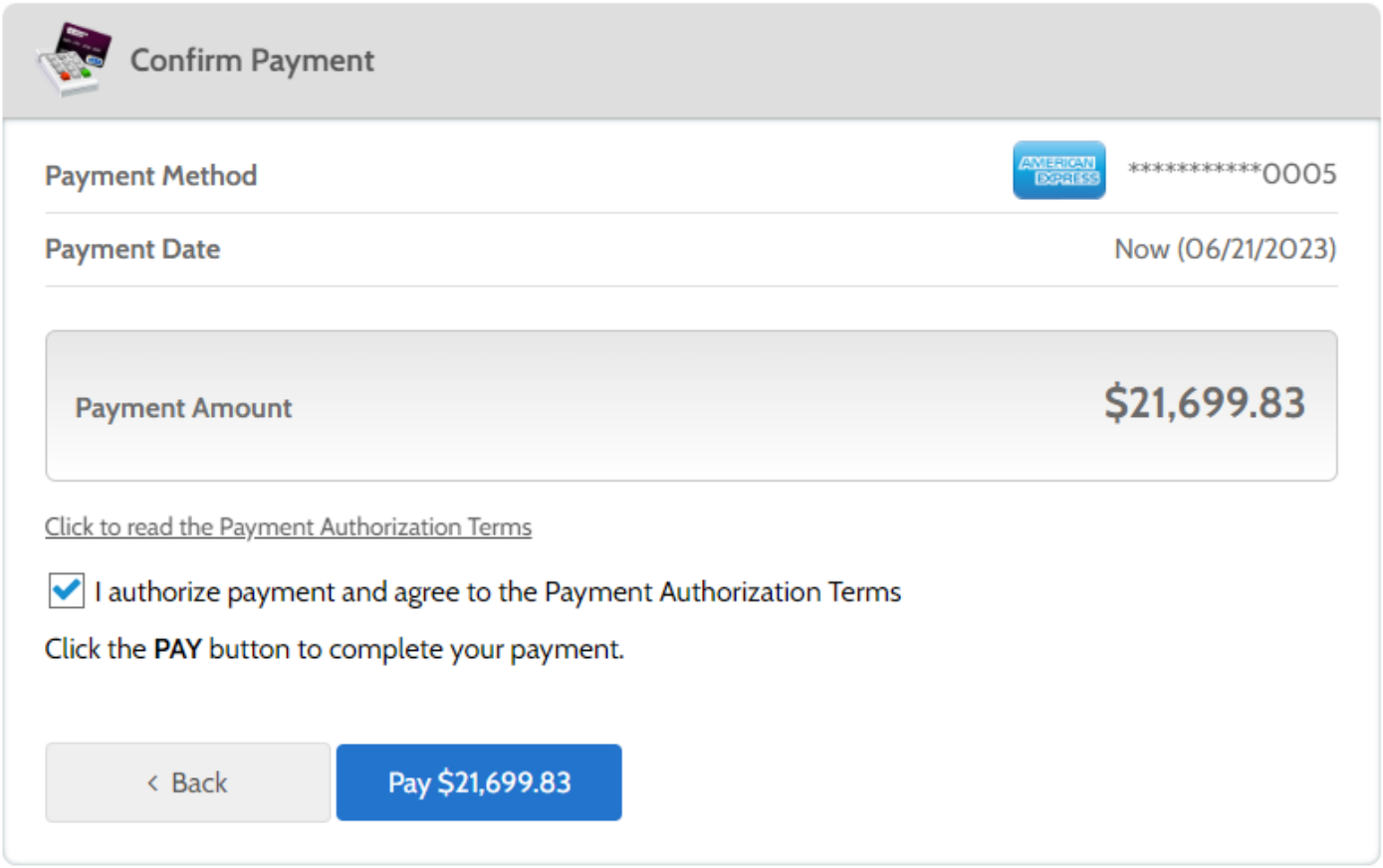
You will then be asked to confirm your payment. If you're sure and your information is correct, click the checkmark box to authorize the payment and click the Pay button.



Paymentus

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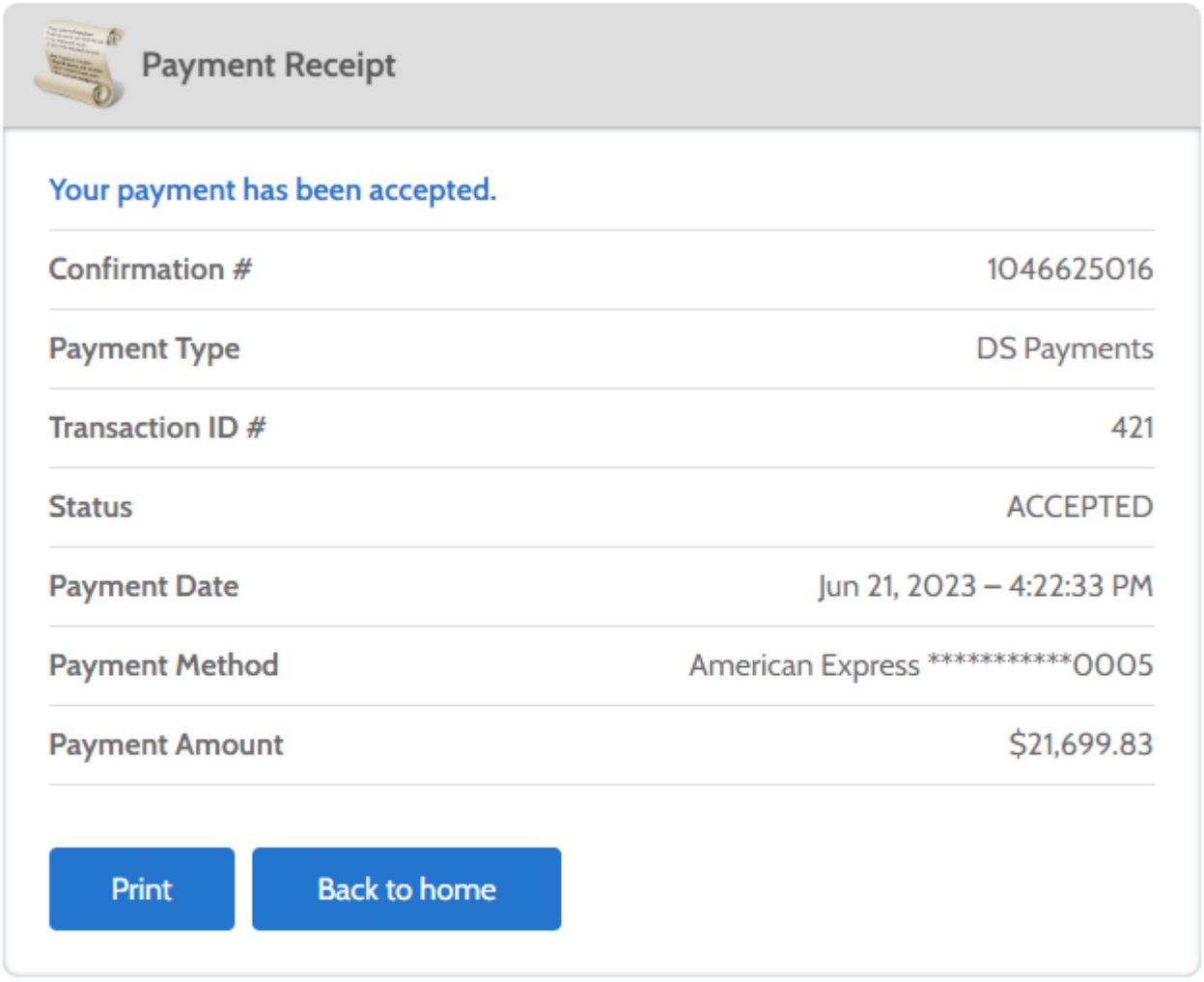
Civic Access – How to Pay an Invoice

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.



Paymentus

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Payment Authorization Terms

Civic Access – How to Pay an Invoice

The emailed receipt with confirmation number:

Payment Confirmation

B 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:	**jmarchant@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.