



Accela Citizens Access Online Portal Credit Card Payment Instructions

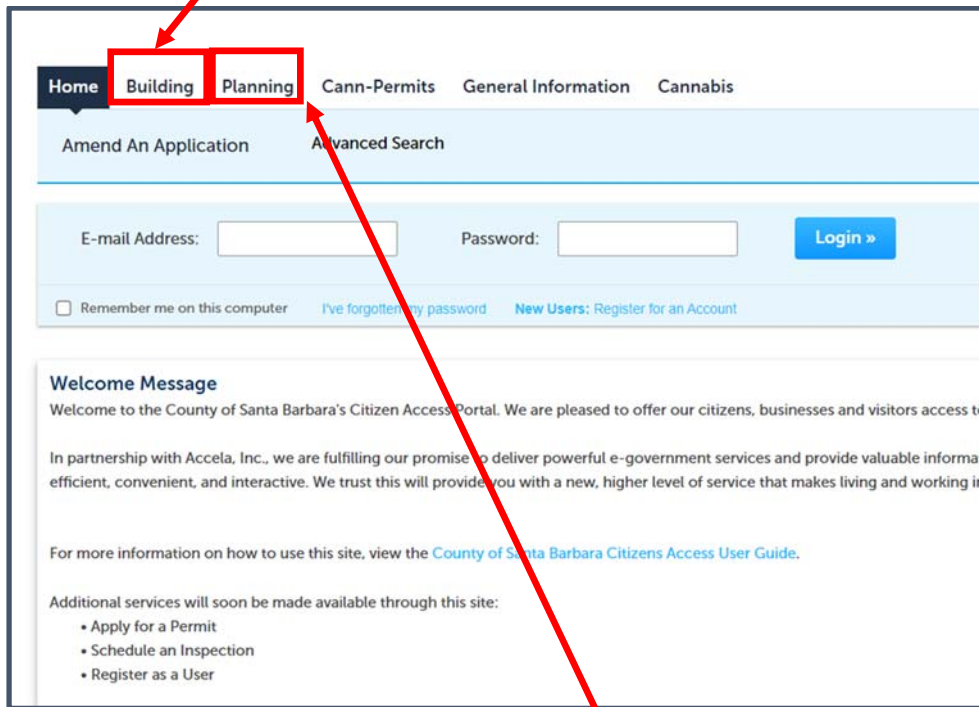
Are you interested in paying for your permit fees online using a credit card? Follow these simple steps to start paying your fees online!

***Note:** Maximum transaction allowed is set at \$10,000 or per your agreement with your credit card company (whichever is less). Contact Planning and Development if you need to make a payment exceeding this maximum.

Step 1: Visit the County's Citizens Access site here:

<https://aca-prod.accela.com/sbco/Default.aspx>.

Are you paying fees on a building permit? If so, click the Building tab on top of your screen.



Paying fees on a development review permit? Click on the Planning tab.



If you are unsure what permit type you have, contact the counter for additional information.

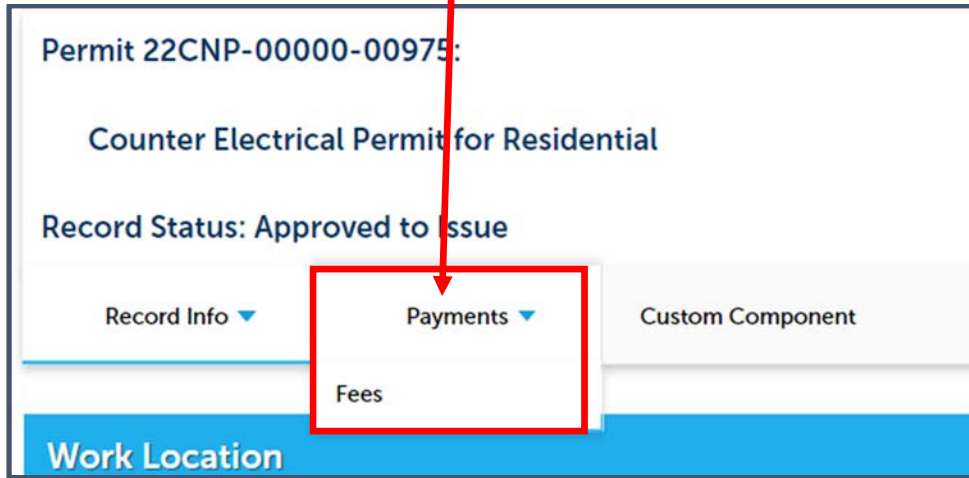
Step 2: Search for your permit number by typing in the number in the Permit Number field.

The screenshot shows a search form for permits. The 'Permit Number' field contains '21cnp%00611' and is highlighted with a red box. A red arrow points to this field from the text above. Below it are fields for 'Permit Type', 'Project Name', 'Start Date' (05/25/2016), 'End Date' (05/25/2021), 'Street No.' (From - To), 'Direction', 'Street Suffix', 'Street Name', 'Street Type', 'Parcel No (no dashes)', 'City', 'State', 'Zip', and 'Country'. At the bottom, the 'Search' button is highlighted with a red box, and a red arrow points to it from the text below.

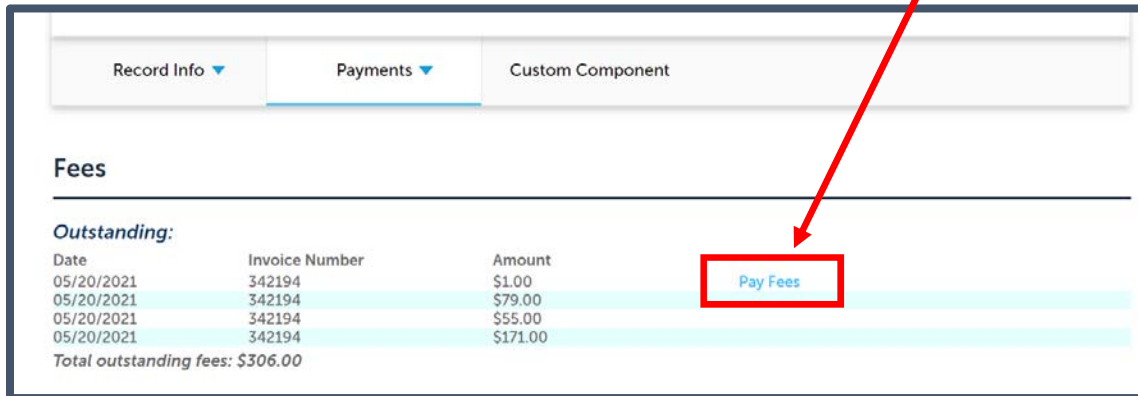
Click the Search button to begin the search.



Step 3: Go to the Fees section for your permit by clicking the Payments drop down, then selecting Fees.



Step 4: Total fees due will display. Click on the link to [Pay Fees](#).



Step 5: Confirm the fees you will be paying. Once confirmed, click the Continue Application button.



Listed below are preliminary fees based upon the information you've entered. Some fees are based on the quantity of work items installed or repaired. Enter quantities where applicable. The following screen will display your total fees.

Application Fees

Fees	Qty.	Amount
State Building Standards Administration Fee	1	\$1.00
Minor Permit Review and Issuance PC	1	\$79.00
Services of 600 volts or less and not over 200 amperes in rating (each) PC	1	\$55.00
Services of 600 volts or less and not over 200 amperes in rating (each) INSP	1	\$171.00

TOTAL FEES

Note: This does not include additional inspection fees which may be assessed later.

\$306.00

[Continue Application »](#)

You will be redirected to the ACI Payments, Inc site for payment processing once you click the "Continue Application" button.



Step 6: You will be redirected to ACI Payments, Inc's payment processing page. Select your payment method of choice: New Card (for credit card) or New Bank Account (for e-Check).

ACI PAYMENTS, INC. **TEST SYSTEM**
This site is for testing purposes only.
All payments are simulated.

HOME **MAKE A PAYMENT** VERIFY PAYMENT HELP OFFICIAL EXTRAS

Santa Barbara, County of, CA
Planning and Development - Test

PAYMENT INFORMATION > PAYER INFORMATION > REVIEW & SUBMIT > COMPLETE

Payment Amount
\$ 306 .00

Payment Method
New Card
- Select -
New Card
New Bank Account

Security Code [What is this?](#)

Cancel Please note you will not be charged until you Submit a end. **Continue**

Step 7: Type in your account information. Click the Continue button when you are ready.

***Note:** Payment Amount is based on the amount noted as due in Citizens Access. Partial payments are not available at this time. Maximum transaction allowed is set at \$10,000 or per your agreement with your credit card company (whichever is less). Contact Planning and Development if you need to make a payment exceeding this maximum.



Step 8: Read ACI's disclaimer before proceeding.

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ACI PAYMENTS, INC.™

HOME MAKE A PAYMENT VERIFY PAYMENT HELP OFFICIAL EXTRAS

Santa Barbara, County of, CA
Planning and Development - Test

PAYMENT INFORMATION > PAYER INFORMATION > REVIEW & SUBMIT > COMPLETE

Review & Accept Terms

Payment Method	Amount	Service Fee	Total
VISA Ending in 1111	\$306.00	\$8.11	\$314.11

ACI Payments, Inc. Terms and Conditions:

THIS PAYMENT SERVICE IS SUBJECT TO THE FOLLOWING TERMS AND CONDITIONS

Do not use or access this Website or Service if You do not agree to be bound by these Terms and Conditions

These Terms and Conditions ("Terms and Conditions") are in effect for all transactions processed through this payments website ("Website") on or after May 9, 2019, and apply to and govern Your access to and use of this Website, the Service and all Alternative Channels. This payment processing service is offered to You on behalf of your Biller ("Service").

It is important to carefully review all Terms and Conditions below, including the provision concerning REFUNDS. These Terms and Conditions may be amended at any time. All amended terms shall be effective immediately after they are posted to the Website. By using this Website after such modifications are posted, You are agreeing to accept and comply with the Terms and Conditions as modified. These Terms and Conditions also apply to Service transactions, or Payments, made by or through any "Alternative Payment Channels" including those Payments initiated, or completed through, Integrated Voice Response (IVR) systems, customer service representatives, telephone, internet, or any other means or mechanisms of Payment acceptance. These Terms and

Printer Friendly

Back | Cancel

Please note you will not be charged until you Submit at end.

Accept Terms

Click Accept Terms when you are ready.

***Note:** ACI charges a service fee for each transaction (2.65% for Credit Card transactions, and \$0.10 for e-Check transactions). This fee is not collected by Planning & Development and is paid directly to ACI.



Step 9: Provide your contact information for the payment.

Please enter your account information

Name
 LINDA MI LIU Suffix

Country
 United States

Address
 123 E. ANAPAMU ST
 Street Address 2
 Apartment or Suite Number

SANTA BARBARA CA 93101

Daytime phone
 US/Canada International
 (805) 568 - 2000

Note: Please provide area code and extension in case we need to contact you regarding your payment.

Enter your email
 lliu@countyofsb.org lliu@countyofsb.org

Back | Cancel

Please note you will not be charged until you Submit at end.

Continue

Click the Continue button when ready.

***Note:** This information is necessary to ensure we can provide you with an emailed receipt and in the event we have issues processing your payment.



Step 10: Review your information for accuracy.

ACI PAYMENTS, INC. **TEST SYSTEM**
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HOME **MAKE A PAYMENT** VERIFY PAYMENT HELP OFFICIAL EXTRAS ESPAÑOL

Santa Barbara, County of, CA
Planning and Development - Test

PAYMENT INFORMATION > PAYER INFORMATION > **REVIEW & SUBMIT** > COMPLETE

REVIEW & SUBMIT

Payment Method	Amount	Service Fee	Total
VISA Ending in 1111	\$306.00	\$8.11	\$314.11

Account Information

Name	LINDA LIU
Street Address	123 E. ANAPAMU ST
City	SANTA BARBARA
State	CA
Zip code	93101
Country	United States
Daytime phone	(805) 568 - 2000
Email	lliu@countyofsb.org

[Back](#) | [Cancel](#)
It is only necessary to click the "Submit" button once. Clicking the "Submit" button multiple times may result in the processing of multiple payments.

Submit

Click the Submit button when ready.



Step 11: Confirmation of Payment.

Once payment has been successfully processed, you will receive a confirmation page. You may print the page for your records.

You **MUST** click the Continue button to return to Citizens Access so that your payment will reflect on your permit record.

Santa Barbara, County of, CA
 Planning and Development - Test

PAYMENT INFORMATION > PAYER INFORMATION > REVIEW & SUBMIT > COMPLETE

Your payment has been completed successfully. Thank you.

Please click continue.

PRINT

Continue

Confirmation Number	Date & Time		
40251899	Tuesday, May 25, 2021 04:31PM PT		
Payment Method	Amount	Service Fee	Total
VISA Ending in 1111	\$306.00	\$8.11	\$314.11

Account Information

Name	LINDA LIU
Street Address	123 E. ANAPAMU ST
City	SANTA BARBARA

If you do not get redirected to the Citizens Access page after clicking the Continue button, the payment did not process and your fees may still be due. If that occurs, please contact Planning and Development for verification of payment and assistance.



Emailed Receipt

You will receive an emailed receipt from ACI, Payments, Inc for the transaction. This is **not** P&D's receipt and does not include details regarding the fees paid. A sample of the email is provided below.

Dear LINDA LIU,

Thank you for your electronic payment to the County of Santa Barbara for County Development and Use Permits.

Your credit card was charged \$314.11 on 05-25-2021 for record number 21CNP-00000-00611. Please print this page out and retain it as a confirmation of your credit card charge.

Payment Details
Confirmation Number: 40251899
Date: 05-25-2021
Type: Visa
Account (last four digits): 1111
Amount Paid to County: \$306.00
Convenience Fee Paid to ACI: \$8.11

To check the status of your payment, visit the ACI Payments, Inc. Web site at https://acipayonline.com/pc_paym.jsp. Please be prepared to provide your e-mail address and one of the following items:

- Your confirmation number: 40251899
OR
- The last four digits of the card you used for payment 1111.

Thank you for using ACI Payments, Inc. Please contact the County of Santa Barbara, Planning and Development Department if you have any questions regarding how payment was applied to your record 21CNP-00000-00611 at (805)568-2003.

Sincerely,
ACI Payments, Inc.