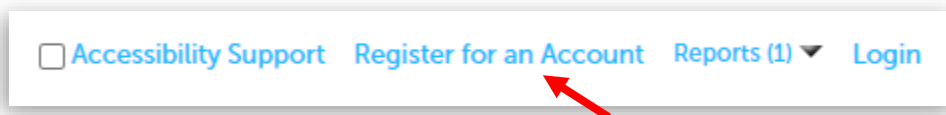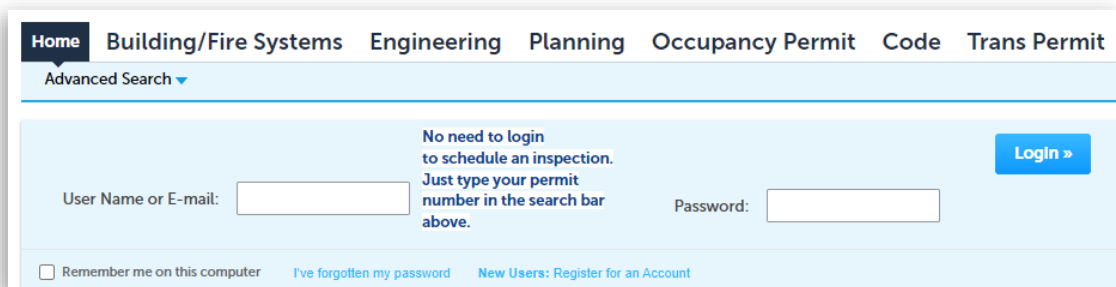# Step-by-step instructions – How to pay Permit Fees online

(Payment amount may not exceed $100,000.00. If your total due is greater than $100,000.00 please contact the City for payment options.)

1) **NOTE:** Customers paying online will be charged the following third-party service fees depending on the payment method used.
   a. **Credit/Debit Card Fees** - 3.08% of the payment amount, with a minimum service fee of $1.27 per payment transaction for Credit Card payments
   b. **Electronic Check (eCheck) Fees** - $2.15 per payment transaction for electronic funds transfer or Bank Account payments
   c. **Please remember to print your receipt for the above listed service fees**. These service fees are <u>not</u> retained by the City of Roseville. Any questions regarding these fees need to be directed directly to ACI Payments, Inc. at customerservice@acipayonline.com.

2) Click this link to go to our OPS Portal.

3) You will need to be a registered user in order to make an online payment.
   a. If you are not registered, please select the "Register for an Account" link and follow the prompts.
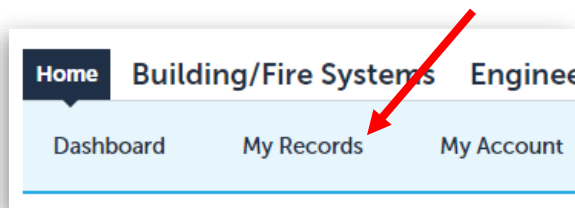

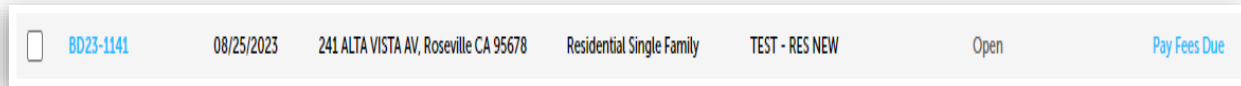4) Enter your User Name or E-mail (used to set up your account), and your Password.

5) Once logged in, you can access the fees due one of two ways.

Option #1:
   a. Select "My Records"

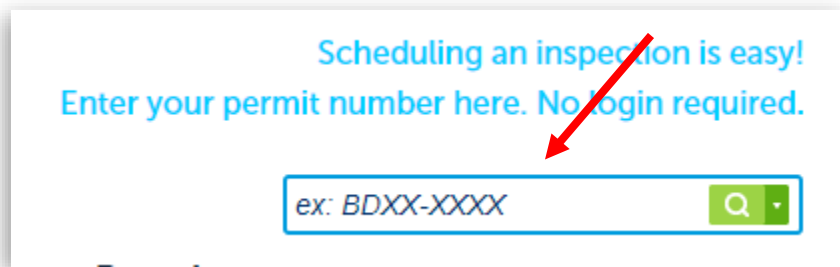b. Identify the permit record you want to pay for.

| | BD23-1141 | 08/25/2023 | 241 ALTA VISTA AV, Roseville CA 95678 | Residential Single Family | TEST - RES NEW | Open | Pay Fees Due |

c. Select the "Pay Fees Due" link in the far right column.

Pay Fees Due
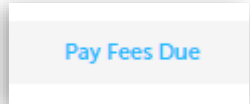
Option #2:

a. Enter applicable record number in the General Search field, then select the magnifying glass icon (

).

Scheduling an inspection is easy!
Enter your permit number here. No login required.

ex: BDXX-XXXX

b. Select "Payments", then select "Fees".

Record Status: Open

CLICK FOR ADDITIONAL INFORMATION ▼   Payments ▼

Fees

Use the above 'CLICK FOR A   ONAL IN
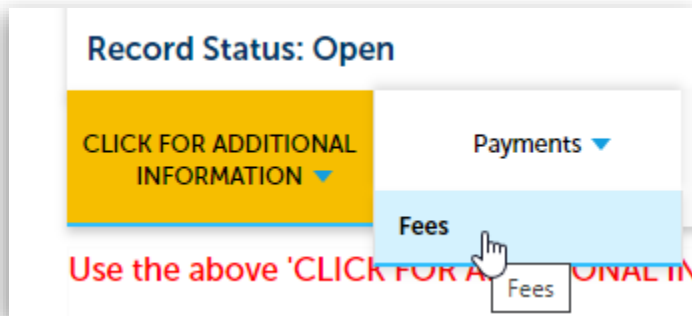
Fees

c. Select the "Payment" link in far right column.

Fees

Outstanding:

Date	Invoice Number	Amount	
08/25/2023	317525	$757.37	Payment

Total outstanding fees: $757.37
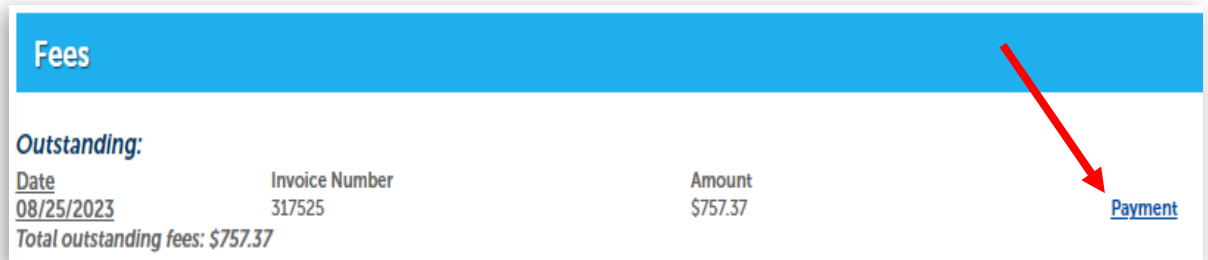
6) Select the "Continue Application" button.

Application Fees

Fees	Qty.	Amount
Building Permit Fee	1	$757.37

CURRENT BALANCE DUE (Any credits listed above will be calculated on the next screen): $757.37

Continue Application »

7) Select the method you prefer to pay, then select the "Make Payment" button.

Amount to be charged: $757.37

◉ Pay with Credit Card
◯ Pay with Bank Account

Make Payment »

8) Read the Terms and Conditions, then click the "Accept" button.

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 though 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

🖶 Printer Friendly

Decline ✖   Accept ▶

9) Enter your account information, click the box next to "I'm not a robot", then click the "Continue" button.
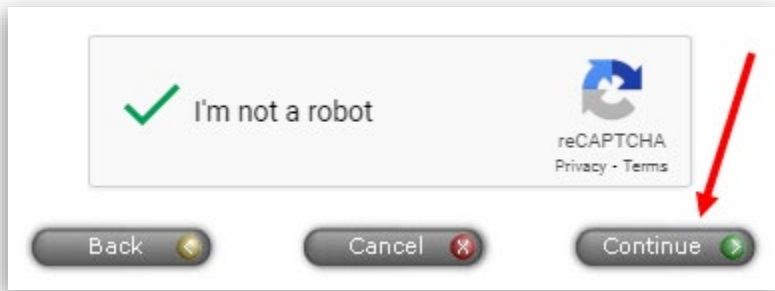
10) Carefully review the information entered, then click the "Submit" button.

11) The transaction is complete! **PLEASE BE SURE to print your confirmation receipt.** You will be unable to access the Convenience/Service Fee information once you pass this page!

12) Clicking the "Continue" button will return your record on the OPS Portal

13) You will receive an email confirmation from OPS@roseville.ca.us confirming that we have received your payment. You will also receive an email confirmation from customerservice@acipayonline.com confirming that they received your payment.