

Making Payments via Customer Portal

Permit and Development Portal customers can access invoices that are paid, voided, or unpaid. Invoices are accessible from the **Dashboard**, the menu system, and can be added to the electronic **Shopping Cart**.

There are a few ways to view invoice information. Customers can view their invoices from My Work, Fees tab of the record(s), and Pay Invoices menu:

My Work – View Invoice Details

1. Click My Work.
2. If you have invoices tied to your account, the My Invoices tab will be available. If you do not have invoices tied to your account, but need to pay invoices tied to others, please see the [Pay Invoices](#) section for instructions.
3. Click on the desired Invoice Number to view the invoice details.

Dashboard Help & Links Home Apply My Work Today's Inspections Map Pay Invoices Search Calendar

My Work

MY INVOICES MY PERMITS MY PLANS MY EXISTING INSPECTIONS MY LICENSES/PERMITS - HOSPITALITY, PARKLETS, FOOD TRUCKS

Search... Export to Excel

Add To Cart Display Unpaid for All Invoices

<input type="checkbox"/>	Invoice Number	Amount Due	Due	Status	Case Number	Address
<input type="checkbox"/>	INV-00065311	\$208.00	10/26/2020	Due	BOA-0070-2020	
<input type="checkbox"/>	INV-00070743	\$1.00	12/06/2020	Invoiced		

4. Click the **Add To Cart** button to proceed with paying the invoice.
5. Click the **Printer** button to print or save the invoice as a PDF.
6. Click **Primary Fees** to view the Fee Name, Fee Total, Amount Due, Case Number, Case Type, and Notes for all fees associated with the invoice.
7. Click **Misc Fees** to view the Fee Name, Fee Total, Paid Amount, and Amount Due for all miscellaneous fees associated with the invoice.
8. Click **Payments** to view the Receipt Number, Status, Transaction Type, Payment Type, Payment Amount, and Payment Date for all payments associated with the invoice.
9. Click **Attachments** to view the File Name and Added Date for all files attached to the invoice.
10. Click **Contacts** to view the Company, First Name, Last Name, Title, and Email for all contacts associated with the invoice.

Invoice Number: INV-00178424

Add To Cart



Invoice Total: \$642.00

Status: Invoiced

Invoice Date: 03/14/2023

Due Date: 03/14/2023

Description: Fee Bundling Invoice

6

7

8

9

10

Primary Fees

Misc Fees

Payments

Attachments

Contacts

Primary Fees

Sort

Fee Name



Fee Name	Fee Total	Amount Due	Case Number	Case Type	Notes
DSINSP - Pool/Spa [Res Electrical]	\$122.00	\$122.00	ELR-000272-2023	Permit	
DSINSP - Residential Zoning Fee	\$187.00	\$187.00	BLDR-000225-2023	Permit	
DSINSP - Residential Zoning Fee	\$187.00	\$187.00	ELR-000272-2023	Permit	

My Work – Adding Invoice to Cart

1. Check the box next to the desired invoice(s). If you want to pay multiple invoices at one time, don't forget to check each invoice box you want to pay.
2. Click **Add to Cart** to add the invoice(s) to the **Shopping Cart**.

MY INVOICES MY PERMITS MY PLANS

Search...

Add To Cart Unpaid for All Invoices

<input type="checkbox"/>	Invoice Number	Amount Due
<input checked="" type="checkbox"/>	INV-00065311	\$208.00
<input type="checkbox"/>	INV-00070743	\$1.00

Pay Invoice – Summary Tab

1. Click View Details button to view the details of the invoice or Add to Cart to add to the Cart.
2. To pay your invoice from a record from the Summary tab, click on the Pay Now button in the Available Actions section.

Permit Number: BLDR-000225-2023

Add to Cart

[Permit Details](#) | [Tab Elements](#) | [Main Menu](#)

Type:	Residential Pool/Spa	Status:	Issued	Project Name:	
IVR Number:	215455	Applied Date:	02/21/2023	Issue Date:	03/14/2023
District:	CITY-RALEIGH	Assigned To:		Expire Date:	09/10/2023
		Valuation:	\$1,000.00	Finalized Date:	
Description:	Test Case				

Summary

Locations

Fees

Reviews

Inspections

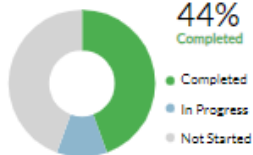
Attachments

Contacts

Sub-Records

More Info

Progress



Workflow

- ✓ Application Completeness [Pool/Spa] - Passed : 02/21/2023
- ✓ Final Review [BLDR | 1 Day Review] - Passed : 03/14/2023
- ✓ Plan Review [BLDR | Swimming Pool] - Passed : 03/14/2023
- ✓ Batch Fees and Create Invoice - Passed : 03/14/2023
- Create/Link - Electrical (Residential) Pool/Spa - Started
- Zoning Site Final [Residential] -
- Final [Residential] -

Available Actions

▲ Unpaid Fees
\$642.00
03-14-2023

Pay Now

2

1

Fees

\$321.00

View Details

Add to Cart

Shopping Cart

1. If you need to view the invoice the fee is tied to, click on the invoice link. To return to the cart, click on the shopping cart in the upper right corner of the screen.
2. If you need to view the record the fees and invoices tied to it, click on the case number link. To return to the cart, click on the shopping cart in the upper right corner of the screen.
3. To review any invoices from the cart before paying, click the Remove button next to the appropriate invoice.
4. To proceed with paying the invoice(s) click the Check Out button.

The screenshot shows a shopping cart with two items. The first item is an invoice (INV-00065311) for BOA-0070-2020 with a due date of 10/26/2020 and an amount due of \$208.00. The second item is a miscellaneous invoice (INV-00070743) with a due date of 12/06/2020 and an amount due of \$1.00. The total amount is \$209.00. A 'Check Out' button is visible at the top right and bottom right. A 'Remove' button is next to each item. A 'Back' link is at the top left. Red circles with numbers 1-4 highlight specific elements: 1 points to the invoice number, 2 points to the case number, 3 points to the 'Remove' button, and 4 points to the 'Check Out' button.

Pay Invoices

1. Select the desired payment method. eCheck payments cannot exceed \$95,000. Regular check payments must be made in person at City of Raleigh, Planning and Development, One Exchange Plaza, Suite 400, Raleigh, NC 27601.



Raleigh, NC

Order Number: 166402

Friday, May 12, 2023

eCheck payments should not exceed the maximum allowed amount of \$95,000. Regular check payments can be made in person or mailed to:
City of Raleigh, Planning and Development, One Exchange Plaza, Suite 400, Raleigh, NC 27601

Invoice #	Item Description	Quantity	Unit Price	Total Price
INV-00204380	BLDR-008273-2023	1	\$321.00	\$321.00
			Item Total:	\$321.00
			Order Total:	\$321.00

Payment Details

*all fields are required

Pay with Credit Card

Pay with E-Check

Cancel

2. Enter the appropriate information for the selected payment method and click Pay Now.

Payment Details *all fields are required

Pay with Credit Card

Cardholder Name Billing Street Billing Zip Code

Card Type Card Number Expiration Date

CVV Code

[Pay Now - \\$1.00](#)

Payment Details *all fields are required

Pay with Credit Card

Pay with E-Check

Bank Account Type

Name of Bank

Name on Account

Routing Number Confirm Routing Number

Account Number Confirm Account Number

[Pay Now - \\$1.00](#)

3. When payment is complete, you will see the summary screen below. Click Continue to Site to return to your account.

MyGovPay
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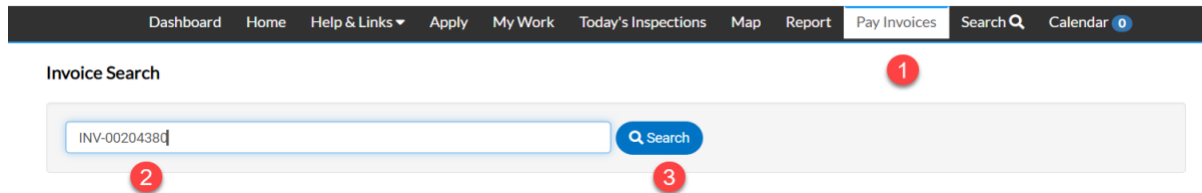
Raleigh, NC
Order Number: 7279
Thursday, August 11, 2022

Invoice #	Item Description	Quantity	Unit Price	Total Price
INV-00070743	Miscellaneous	1	\$1.00	\$1.00
Item Total:				\$1.00
Order Total:				\$1.00

[Continue to site](#)

Pay Invoice – Tool Bar Tab

1. Select Pay Invoices from the tool bar.
2. Search for the invoice by the COMPLETE invoice number, to include INV-.
3. Select Search.

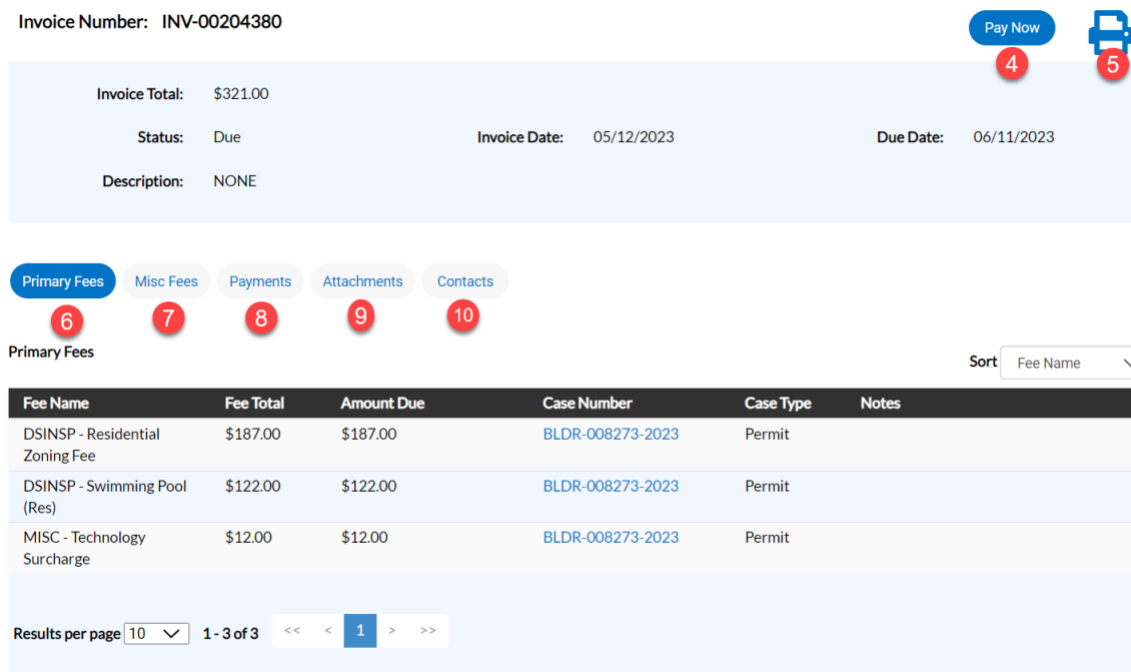


Dashboard Home Help & Links Apply My Work Today's Inspections Map Report **Pay Invoices** Search Q Calendar 0

Invoice Search

INV-00204380 Search

4. Click the **Pay Now** button to proceed with paying the invoice.
5. Click the **Printer** button to print or save the invoice as a PDF.
6. Click **Primary Fees** to view the Fee Name, Fee Total, Amount Due, Case Number, Case Type, and Notes for all fees associated with the invoice.
7. Click **Misc Fees** to view the Fee Name, Fee Total, Paid Amount, and Amount Due for all miscellaneous fees associated with the invoice.
8. Click **Payments** to view the Receipt Number, Status, Transaction Type, Payment Type, Payment Amount, and Payment Date for all payments associated with the invoice.
9. Click **Attachments** to view the File Name and Added Date for all files attached to the invoice.
10. Click **Contacts** to view the Company, First Name, Last Name, Title, and Email for all contacts associated with the invoice.



Invoice Number: INV-00204380

Pay Now Printer

Invoice Total: \$321.00
Status: Due Invoice Date: 05/12/2023 Due Date: 06/11/2023
Description: NONE

Primary Fees Misc Fees Payments Attachments Contacts

Primary Fees

Fee Name	Fee Total	Amount Due	Case Number	Case Type	Notes
DSINSP - Residential Zoning Fee	\$187.00	\$187.00	BLDR-008273-2023	Permit	
DSINSP - Swimming Pool (Res)	\$122.00	\$122.00	BLDR-008273-2023	Permit	
MISC - Technology Surcharge	\$12.00	\$12.00	BLDR-008273-2023	Permit	

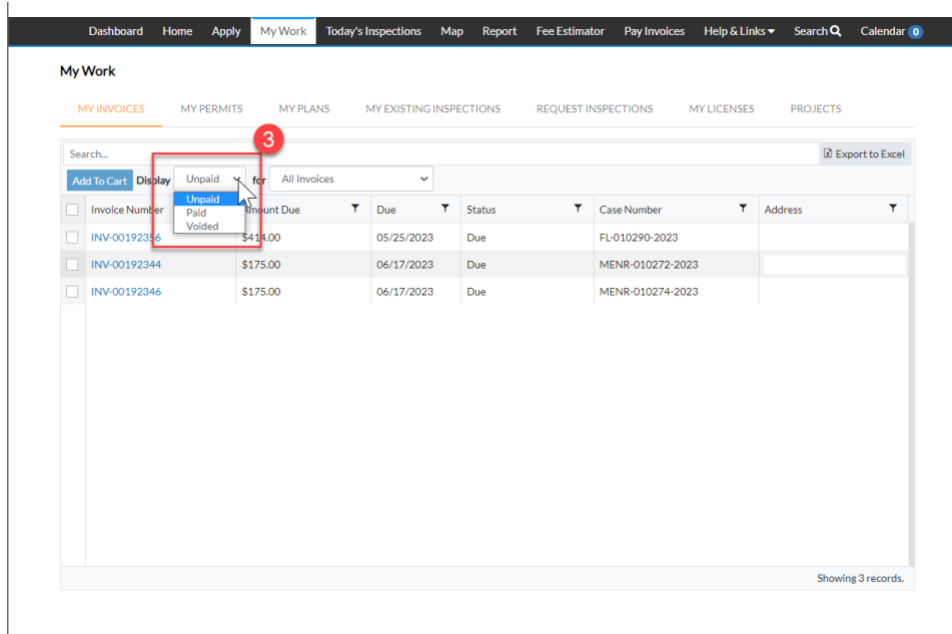
Results per page 10 1 - 3 of 3

11. Follow [Pay Invoices](#) Instructions.

View Paid Invoices

Permit and Development Portal customers can access invoices that are paid or voided if the customer is signed in and associated to the Invoice. If the customer is not listed as a billing contact on the invoice the customer will not be able to access the paid invoice. Invoices are accessible from the **MY Work** tab.

1. Click My Work.
2. If you have invoices tied to your account, the My Invoices tab will be available. If you do not have invoices tied to your account.
3. Next to Display select the dropdown. Select Paid or Voided, as appropriate. The screen will refresh to display the invoices matching this choice.



The screenshot shows the 'My Work' interface with the 'MY INVOICES' tab selected. A dropdown menu is open next to the 'Display' button, showing options for 'Unpaid', 'Paid', and 'Voided'. A red box highlights the dropdown, and a red circle with the number '3' is next to it. The table below shows three invoice records.

Invoice Number	Amount Due	Due	Status	Case Number	Address
INV-00192336	\$414.00	05/25/2023	Due	FL-010290-2023	
INV-00192344	\$175.00	06/17/2023	Due	MENR-010272-2023	
INV-00192346	\$175.00	06/17/2023	Due	MENR-010274-2023	

Showing 3 records.