

PURPOSE

To guide customers through the process of making an online payment for any Building Permit, Planning Project, Code Enforcement, Contractor Licensing, and Miscellaneous Fee payment slip.

GENERAL INFORMATION

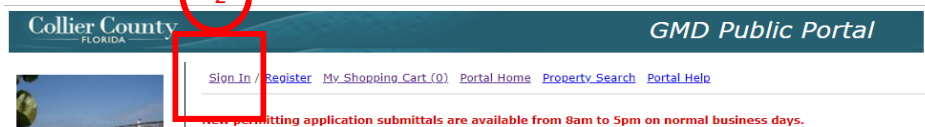
- You must be a registered user to use the online payment system. [“How to Register”](#) on the GMD Portal website: <https://cvportal.colliercountyfl.gov/cityviewweb>
- Fees paid within the GMD Public Portal
- The Portal allows customers to use the My Items link to select several application fees at one time, or Status and Fees to open individual applications to add fees to the Shopping Cart.
- The Portal accepts eCheck/Bank Account, Credit Cards (Visa, Master Card, American Express, Discover) and Debit Cards (Visa or Master Card).
- There is a convenience processing fee of 3.10% per Credit Card transaction
- There is a convenience processing fee of 0.50 cents for ACH or E-checks per transaction

PROCEDURE

1. Go to the GMD Public Portal: <https://cvportal.colliercountyfl.gov/cityviewweb>

1

- a. Click Sign In



2

- b. Enter an email address and password, Click Login

Welcome to the Collier County web portal.

With an account you will be able to do more with CityView Portal. This includes faster entry of information, and access to options not available to anonymous users.

— Login

Email Address:

Password:

[Forgot your password?](#)


b

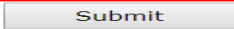
- c. Enter Security Code, Click Submit

Type the characters you see in the image below to continue.



XHDD

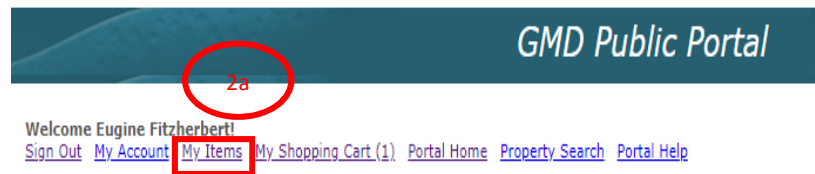
 Refresh



c

There are two ways to Add fees to the Shopping Cart: [My Items](#), which allows you to select several application fees at one time or [Status & Fees](#), which allows you to pay fees for one application.

2. **My Items** – Allows you to select several application fees to pay at one time
 - a. Click My Items
 - b. Click the arrow next to the application submittal type
 - c. Locate the permit number
 - d. Click the radio button Add Fees to my Cart
 - e. Remove Fees: Click the radio button
 - f. To view all Fees: Click Here, takes you to Shopping Cart



My Items

2f

[Click Here](#) to view the items in your shopping cart.

[Expand All / Collapse All](#)

— ▶ [My Code Enforcement Complaints](#) _____

— ▶ [My Contractor License Applications](#) _____

— ▶ [My Miscellaneous Fees](#) _____

2b

— ▼ [My Permit Applications](#) _____

Show Active ▼

Reference Number	Address	Type	Status	Date Created
PRBD20200100017	[REDACTED]	Building	Address Verification	01/21/2020
Upload Submittals				
PRBD20200100016	[REDACTED]	Building	Pending	01/21/2020
View Open Conditions Upload Submittals				
PREL20200100015	[REDACTED]	Electrical	Pending Fees GMD	01/21/2020
Add Fees to My Cart				
PREL20200100014	[REDACTED]	Electrical	Pending Fees GMD	01/21/2020
Remove Fees from My Cart				
PREL20200100013	[REDACTED]	Electrical	Pending Fees GMD	01/21/2020
Add Fees to My Cart				

2c.d

Add Fees to My Cart

2e

Remove Fees from My Cart

3. Status & Fees

- Click Status and Fees link for the division you received the payment slip for or
- Click Search for Miscellaneous Fees



Code Enforcement

[Submit a New Complaint](#)
[Status and Fees](#)



Building Department

[Submit a Building Application](#)
[Impact Fee Calculator](#)
[Request a Meeting](#)
[Status and Fees](#)
[Upload Submittals](#)

3a



Planning Department

[Submit a Planning Application](#)
[Impact Fee Calculator](#)
[Status and Fees](#)
[Upload Submittals](#)



Contractor Licensing

[Status and Fees](#)
[Submit a Complaint](#)
[Check Status of Complaint](#)
[Upload Submittals](#)



Miscellaneous Fees

[Search for Miscellaneous Fees](#)

3b

- c. Enter all or part of a permit number, Click Go

▼ Search for Permits

3c

Search:

Enter all or part of a permit number, address, Parcel number or name/address of a contact on the permit and then click the go button.

- d. Permit Application Status Page loads
- e. Scroll down to fee tab, Click the arrow to open
- f. Click Link "Add Fees to Cart" all payable fees added to the cart.

Permit Application Status

3d

[Expand All / Collapse All](#)

Note: You can collapse and expand individual sections by clicking the header of the section you wish to collapse/expand.

Summary

Application Number: [REDACTED] [Send Email Request](#)
 Application Type: Building
 Application Status: Pending Fees GMD
 Property Owner's Full Name: [REDACTED]
 Category of Work: New Construction
 Occupancy Code: Residential, One and Two Family New or Guest House
 Description of Work: Test - Fees
 Application Date: 01/21/2020
 Expiration Date: 07/19/2020
 1-2 Family or Comm: 1-2 Family

Locations

Contacts

Permits (Click to See Reviews)

Fees

3e

Paid Fees	Amount	Paid	Owing	Date Paid
None	\$0.00	\$0.00	\$0.00	
Outstanding Fees	Amount	Paid	Owing	Date Paid
Zoning Review - Application	\$75.00	\$0.00	\$75.00	Not Paid
Structural - Application Fee	\$50.00	\$0.00	\$50.00	Not Paid
Electrical - Application Fee	\$50.00	\$0.00	\$50.00	Not Paid
Mechanical - Application Fee	\$50.00	\$0.00	\$50.00	Not Paid
Plumbing - Application Fee	\$50.00	\$0.00	\$50.00	Not Paid
Totals:	\$275.00	\$0.00	\$275.00	

PLEASE DO NOT SUBMIT ANY PAYMENTS UNTIL A COLLIER COUNTY PAYMENT SLIP IS DISTRIBUTED

Total Amount Payable Online: \$275.00 [Add Fees to My Cart](#)

3f

Note: The Add fees to My Cart link changes to Remove Fees from my Cart. To remove the fees you added, Click Remove fees from my Cart link.

g. Click Remove Fees from my Cart

PLEASE DO NOT SUBMIT ANY PAYMENTS UNTIL A COLLIER COUNTY PAYMENT SLIP IS DISTRIBUTED

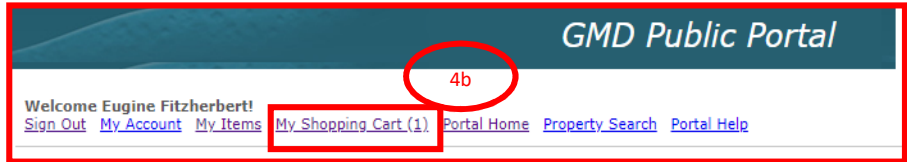
Total Amount Payable Online: \$275.00 [Remove Fees from My Cart](#)

3g

4. Shopping Cart – Displays all fees added to the cart

- Scroll to top of page
- Click My Shopping Cart (if fees were added you will see a number in parentheses)

4a



- You Can
 - c. Select All Fees or Deselect all Fees
 - d. Select or deselect individual fees by clicking the checkbox under Pay
 - e. Remove all fees from the cart
 - f. Click Make Payment

My Shopping Cart

▼ PL2020000004

Please select the fees you wish to pay now by checking the "Pay" checkbox on the fees below. [Remove Fees from My Cart](#)

4e

4c

Select All Fees | Deselect All Fees

Fee Type	Amount	Amount Paid	Pay?
Pre-application Meeting	\$500.00	\$0.00	<input checked="" type="checkbox"/>
Totals:	\$500.00	\$0.00	
Total Selected:	\$500.00		

▼ PRBD20200100009

Please select the fees you wish to pay now by checking the "Pay" checkbox on the fees below. [Remove Fees from My Cart](#)

4d

4f

Select All Fees | Deselect All Fees

Fee Type	Amount	Amount Paid	Pay?
Zoning Review - Application	\$75.00	\$0.00	<input checked="" type="checkbox"/>
Structural - Application Fee	\$50.00	\$0.00	<input checked="" type="checkbox"/>
Electrical - Application Fee	\$50.00	\$0.00	<input checked="" type="checkbox"/>
Mechanical - Application Fee	\$50.00	\$0.00	<input checked="" type="checkbox"/>
Plumbing - Application Fee	\$50.00	\$0.00	<input checked="" type="checkbox"/>
Totals:	\$275.00	\$0.00	
Total Selected:	\$275.00		

Total Amount Owning: \$775.00

Total Selected Amount: \$775.00

Note: Any fee listed that is related to Non-Sufficient Funds (NSF) or Automated Clearing House (ACH) Return cannot be unselected and must be paid in full.


5. Make a Payment

- a. Click Make a Payment
- b. Enter payment information

- c. Click Cancel to return to Shopping Cart
- d. Click Continue to make payment and receive confirmation

Totals:	\$275.00	\$0.00
Total Selected:	\$275.00	
<hr/>		
Total Amount Owing:	\$775.00	
Total Selected Amount:	\$775.00	

Note: The system will not allow you to move forward unless ALL FIELDS EXCEPT OPTIONAL ARE FILLED OUT.



Enter Payment Information





All fields are required unless labeled as optional



<input type="text" value="First Name"/>	<input type="text" value="Middle Name"/> <p style="font-size: x-small; margin-top: 5px;">Optional</p>
<input type="text" value="Last Name"/>	<input type="text" value="Daytime Phone Number"/>
<input type="text" value="Address"/>	
<input type="text" value="Optional"/>	
<input type="text" value="City"/>	<input type="text" value="State"/> <p style="font-size: x-small; margin-top: 5px;">--Select--</p>
<input type="text" value="ZIP Code"/>	
<input type="text" value="Email"/> <p style="font-size: x-small; margin-top: 5px;">Enter email address</p>	<input type="text" value="Re-Enter email"/> <p style="font-size: x-small; margin-top: 5px;">Re-enter email address</p>

Pay this Amount \$

Payment Method


 eCheck / Bank Account


    Credit Card

  Debit Card

- e. Review Confirm Payment information
- f. Check Payment Authorization Information Box
- g. Click Back to go back or Cancel to cancel transition

h. Click Pay to make payment

 **Confirm Payment**

Payment Method 

Payment Date Now (01/22/2020)

Bank Account: *****7890
Routing Number: *****0247

Payment Amount
\$100.00

+

Service Fee
\$0.50

=

Total Amount
\$100.50

Click to read the Payment Authorization Terms

I authorize payment and agree to the Payment Authorization Terms

By clicking the **PAY** button, you agree to the service fee charged by Paymentus to be added to this payment. Click the **PAY** button to complete your payment.

< Back


Pay \$100.50

Cancel

i. Payment Receipt loads

j. Click Print to print a receipt. This is the version to keep for your records to confirm that a payment was received.

k. Click Back to Home or

 **Payment Receipt**

Your payment has been accepted.

Confirmation #	62524827
Payment Type	CityView Payment
Account #	1463788
Reference Number	CEEX20190006823
Status	ACCEPTED
Payment Date	Jan 22, 2020 – 4:25:13 PM
Payment Method	Checking Account *****7890
Payment Amount	\$100.00
Service Fee	\$0.50
Total Amount Charged	\$100.50

Print

Back to home

Welcome Lea Derence!

[Sign Out](#) [My Account](#) [My Items](#) [My Shopping Cart \(0\)](#) [Portal Home](#) [Property Search](#) [Portal Help](#)

Print This Receipt

Thank you! Your payment has been received and processed.

Transaction ID: 62524827

Application Number(s): CEEX20190006823

Date: 01/22/2020

Amount: \$100.00

Continue