



Electronic Payment Process

User Guide

Department of
Code Enforcement

User Guide
April 2016

Department of Code Enforcement

1200 Madison Ave., Ste. 100 | Indianapolis, IN 46225 | Phone: (317) 327-8700 | www.indy.gov/dce
Fax Numbers: Building - 327-8475 | Business Licensing - 327-0817 | Contractor Licensing - 327-8401
Crafts - 327-5397 | Infrastructure/Right of Way - 327-3125 | Permits - 327-5174 | Zoning - 327-8696

ELECTRONIC PAYMENT PROCESS

Navigate to the Citizens Access Portal.

<https://permitsandcases.indy.gov/CitizenAccess/>

1. If you are paying fees related to a permit or contractor license, click on the **Permits and Contractors** tab.
If you are paying fees related to business licensing hover over the more tab then click the **Business Licensing** tab.
If you are paying fees related to a Violation or High Weeds and Grass Case, click on the **Enforcement** tab.



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ELECTRONIC PAYMENT PROCESS

2. Enter your permit, license, or violation number in the **Case Number** field. Do not fill in any other criteria. Click the **Search Button**.

IndyGov > Local Government > City > Code Enforcement > Citizen Access Portal

Search Compliance Cases

Welcome to the Permit and Case Research page. You will be able to search the City's database for current information on permit-related cases. Please click [here](#) for additional information.

On this page, information will be displayed for the following:

- Permits, including: Drainage, Driveway, Electrical, Flood, Heating & Cooling, Improvement Location, Master, Plumbing, Right of Way, Sewer Connection, Sewer Construction, Sign, Street Construction, Structural, and Wrecking
- Cases, including: Notification, State Variance, Research, and Self Certification Tags

Permits and Cases can be searched by General Search or Site Address.
Use the dropdown menu to change the Search type.

General Search General Search

Case Number: Case Type: --Select--

Project Name:

Start Date: End Date:

License Type: License Number:
--Select--

First: Last: Name of Business:

Business License #:

Street No.: Direction: Street Name: Street Type:
--Select--

Unit Type: Unit No.: Parcel No.:
--Select--

Search

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ELECTRONIC PAYMENT PROCESS

- Your permit record will display at the bottom of the page.
- Click the action that says **Pay Fees Due**. Partial payments are not possible; **all fees due must be paid when paying online**.

1 Record results matching your search results

Click any of the results below to view more details.

Showing 1-1 of 1

Date	Case Number	Case Type	Status	Action
03/07/2012	SGN12-00005	Sign Permit-Advertising	Review	Pay Fees Due

- You will be directed to a screen that shows your fees due.
- Click **Check Out** to add these fees to your current payment.

Fees	Qty.	Amount
Repair Existing	300	\$169.00

TOTAL FEES

Note: Additional fees may be assessed later.

\$169.00

[Check Out »](#)

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ELECTRONIC PAYMENT PROCESS

- If you are logged in with an account, this will add the fees to your shopping cart. You can continue to add more fees to this single payment or you can proceed to the checkout option.

Cart

1 Select item to pay

2 Payment information

3 Receipt/Record issuance

Step 1: Select item to pay

Click on the arrow in front of a row to display additional information. Items can be saved for a future checkout by clicking on the Save for later link.

PAY NOW

NOTE: This online payment service is provided by a third-party working in partnership with the City of Indianapolis and Marion County. In addition to the fees due below, a service fee will be charged. The price of information purchased through this service includes funds to develop, maintain and enhance the City/County's eCommerce Services offered at www.Indy.gov.

You may pay fees due at the DCE lobby (1200 S. Madison), in lieu of using our online service. The lobby hours are Mon., Tues., and Thurs. 8 AM to 5 PM, Wed. 12 PM to 5 PM, and Fri. 9 AM to 5 PM.

6731 CHURCHMAN AVE, INDIANAPOLIS IN 46237

1 Application(s) \$169.00		
▶ Electrical - 1-2 Family ELE16-01475	\$169.00	Save for later Remove

Total amount to be paid: \$169.00

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

Checkout »

Continue Shopping »

- If you are not logged into an account, you will be immediately directed to the screens where you can enter your payment information.


ELECTRONIC PAYMENT PROCESS

- Fill in your billing information, including an email address. **The email address listed is where your payment receipt will be sent.**

Credit Card Payment Screen

CreditCard
eCheck

Please Enter Your Credit Card Details Below



UPON CLICKING SUBMIT, YOUR PAYMENT WILL BE IMMEDIATELY PROCESSED. PLEASE ONLY CLICK SUBMIT ONCE

eCheck Payment Screen

CreditCard
eCheck

Please Enter Your Checking Details Below

UPON CLICKING SUBMIT, YOUR PAYMENT WILL BE IMMEDIATELY PROCESSED. PLEASE ONLY CLICK SUBMIT ONCE

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10. Once payment is approved, you will be redirected back to the City’s website. Here you may print a receipt that has details of the fees you paid. To pay more cases, select **Search Cases** at the top of the screen.

Receipt

Your submittal has been processed. If payment was applied, you should receive an email with your payment confirmation.

Still Have Questions?
Permits: Structural, Electrical, Heating & Cooling, Plumbing, Improvement Location & Wrecking permits, please email permitquestions@indy.gov or call 317-327-8700.
Infrastructure Permits – Drainage, Flood, Street Construction, Driveway, Right-of-Way and Encroachments permits, fees / payments and other Questions please email row@indy.gov or call 317-327-8700.
Notifications and Inspections: Please email buildinginspection@indy.gov.
Licenses, Landlord Registration, Contractor Licensing, Fees/Payments and other Questions or Additional Assistance: Contact contractors@indy.gov or call 317-327-8700.

[Print/View Record](#) [Print/View Receipt](#) [Print/View Summary](#)

6234 KELSEY DR, INDIANAPOLIS IN 46268

HTG16-00786 [View Record](#) [View Receipt](#) [View Summary](#)

Conditions

Showing 1-1 of 1
Default - 1 Applied
15YR
15 YEAR LAW
Applied | | 09/08/2005

[Print/View Record](#) [Print/View Receipt](#) [Print/View Summary](#)

City of Indianapolis - Department of Code Enforcement 12/16/2011 2:46:26 pm

Receipt #: 3827793
Date: 12/15/2011

Line Items:				
Case No	Trans Code	Description	Revenue Account No	Amount Paid
EC116019		-0.00 @ \$0.00		1.00
EC116019	0121	Maintenance (0121)-1.00 @ \$1.00	CBA-1AADM - 79536	1.00
				Line Item Total: \$2.00
Payments:				
Method	Payor	Reference Number	Confirm No	Amount Paid
CC	John Doe			\$1.00
				Payment Total: \$1.00

002_0000 Page 1 of 1 01/18/09

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