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


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.

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.

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).

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 $5,000 or per your agreement with your credit card company (whichever is less). Contact the Planning and Development if you need to make a payment exceeding this maximum.
Step 8: Read ACI’s disclaimer before proceeding.

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.

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.

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.

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.