

## Permitting System Help Guides

**TOPIC: How to Make a Payment on a PDS Record** *Accela Citizen Access (ACA)* is the online tool for external public users to check the status of permits, conduct research, and make online deposits to Trust Accounts and payments to Records. This Help Guide focuses on the process of making an online payment to a Planning & Development Services (PDS) Record.

*Note: Planning & Development Services accepts the following online payment methods on Records: Visa, MasterCard, and Electronic Fund Transfer (i.e. EFT). Payments can also be submitted in person at the Cashier booth located at our offices at 5510 Overland Ave., Suite 110 San Diego, CA 92123 Monday through Friday 8:00 am to 4:00 pm.*

*For the best user experience, it is recommended you use one of the supported browsers and versions: Internet Explorer 11, Edge 15, Mozilla Firefox 47, Chrome 55, Safari 10, and Opera 29.*

### **Directions:**

**STEP 1:** Go to <https://publicservices.sandiegocounty.gov/CitizenAccess/Default.aspx> and select the **PDS** tab.



The screenshot displays the San Diego County.gov website interface. At the top left is the county seal, followed by the text "SanDiegoCounty.gov". To the right of the header are links for "Announcements", "Register for an Account", "Reports (6)", and "Login". Below these is a search bar with the placeholder text "Search...". A navigation menu contains tabs for "Home", "APCD", "AWM", "DEH", "DPW", and "PDS", with "PDS" currently selected. Underneath the navigation menu are two buttons: "Apply for a Record" and "Search Records". The main content area is titled "Search for Records" and includes the instruction: "Enter information below to search the Agency's recording database. Records can be searched for by entering any of the following information:" followed by a bulleted list: "Site Address", "Contractor License Information", "Parcel Number", and "Record Information". At the bottom of this section, it says "Use the drop-down menu to change the search type."

## Permitting System Help Guides

**STEP 2:** Search by Record ID or other search criteria to locate your Record (e.g. address, parcel number). Click **“Search”** at the bottom of the screen once you are ready.

*Note: By default, the system restricts the search results to items from the past 20 years. If you think your permit is older than that, leave the “Opened From” date field blank before clicking the “Search” button.*

The screenshot shows the "Search for Records" page on the San Diego County.gov website. The page header includes the county logo and navigation links like "Home", "APCD", "AWM", "DEH", "DPW", and "PDS". The main content area is titled "Search for Records" and provides instructions on how to search. A list of search criteria is shown, with "Site Address", "Contractor License Information", "Parcel Number", and "Record Information" highlighted by a red box. Below this, there are several search fields: "Record ID:" (highlighted by a red box), "Record Type:" (a dropdown menu), "Project Name:", "Opened From:" (highlighted by a red box), "Opened To:" (with a calendar icon), "State License Number:", "Professional First Name:", "Professional Last Name:", "Business Name:", "Street #:", "Direction:", "Street Name:", "Type:", "Unit #:", "Parcel #:", "City:", "State:", and "Zip:". At the bottom, there are "Search" and "Clear" buttons, with the "Search" button highlighted by a red box.

## Permitting System Help Guides

**STEP 3:** If multiple search results display, select the Record that you want to pay. To the “Payments” drop down and select the “Fees” option. Any unpaid fee will have a “Pay Fees” link next to it. Click the “Pay Fees” link to make a payment.

The screenshot shows the San Diego County PDS website interface. At the top, the logo and 'SanDiegoCounty.gov' are visible. Navigation links include 'Announcements', 'Register for an Account', 'Reports (6)', and 'Login'. A search bar is present. The main navigation menu includes 'Home', 'APCD', 'AWM', 'DEH', 'DPW', and 'PDS'. Below this, there are links for 'Apply for a Record' and 'Search Records'. The record details section shows 'Record ID PDS2019-ENFCIT-000942: Administrative Citation' and 'Record Status: Open'. A dropdown menu for 'Payments' is open, with 'Fees' selected. Below this, the 'Fees' section shows an 'Outstanding' fee table with columns for Date, Invoice Number, and Amount. A 'Pay Fees' link is highlighted in a red box.

Outstanding:		
Date	Invoice Number	Amount
12/30/2019	3080960	\$500.00
Total outstanding fees: \$500.00		

## Permitting System Help Guides

**STEP 4:** The following screen will display your total fees. To proceed with a payment, Click the “**Continue Application**” button. You will be redirected to the County’s secure online payment processor to enter your billing information. The County’s online payment processor is NACHA & PCI Compliant: encrypting your data to safeguard your billing information. PDS accepts two forms of payments:

- A. **CREDIT CARD** (Visa & MasterCard) – proceed to **PAGE 5** for step by step instructions.
- B. **ELECTRONIC FUNDS TRANSFERS** (i.e. EFT/E-Check) – proceed to **PAGE 9** for step by step instructions.

*Note: Payments must be made in full. Partial payments are not accepted.*

The screenshot shows the San Diego County.gov website interface. At the top, there is a navigation bar with links for "Announcements", "Register for an Account", "Reports (6)", and "Login". Below this is a search bar. A main navigation menu includes "Home", "APCD", "AWM", "DEH", "DPW", and "PDS" (which is highlighted). Under "PDS", there are links for "Apply for a Record" and "Search Records". The main content area displays a message: "Listed below are preliminary fees based upon the information you've entered. Some fees are based on the quantity of work items installed or repaired. Enter quantities where applicable. The following screen will display your total fees." Below this is a section titled "Application Fees" with a table:

Fees	Qty.	Amount
3rd Citation	1	\$500.00

TOTAL FEES: \$500.00  
Note: This does not include additional inspection fees which may be assessed later.

A red box highlights the "Continue Application »" button at the bottom left of the screen.

## Permitting System Help Guides

### PAYMENT BY CREDIT CARD (PAGE 5)

**STEP 5:** Click **“Pay by Credit”** button. The user will be prompted to complete **Credit Card Billing Information** on the website. Before clicking on the **“Next”** button, please review the billing information carefully. Click **“Next”** button to proceed to **Payment Information**.

The **“Back”** button takes you back to the previous screen.

County of San Diego Planning & Development Services  
**Bill Pay Site**  
This site is a redirect from the County of San Diego Accela Citizen Access (ACA) page for the purpose of accepting payments on County of San Diego PDS records

**Bills to Pay**

Record	
Record Number	Amount
POS2020-ENFCIT-000174	\$1,000.00

▼ Credit Card Billing Information

\* - Required Field

First Name  \*

Middle Initial

Last Name  \*

Billing Address

Country  \*

State

City

Postal Code  \*

Phone

Email Address  \*

Retype Email Address  x \*

## Permitting System Help Guides

**STEP 6.** Enter your credit card **Payment Information**. Review the billing information carefully. Check “**I agree to the terms and conditions**” box and click the “**Next**” Button to proceed to verification.

**Terms and Conditions:** Authorizes the County of San Diego to charge your credit card in the amount listed, informs the customer of any returned item information if incorrect billing information is used, and provides the County’s contact information if you have any questions regarding your payment.

Payment Information

Total Payment Amount \$100.00

\* - Required Field

Credit Card Number [\*\*\*\*\*] \*

Expiration Date [6] \* [2021] \*

Name on Card [Jane Smith] \*

Card Verification Number [123] \*

Terms and Conditions

**PAYMENT TERMS AND CONDITIONS**

**AUTHORIZATION**

By checking the "I agree to the Terms and Conditions" checkbox below I am confirming my payment is in accordance with the rules and regulations of the agreement between me and my card issuer.

I agree to the terms and conditions.

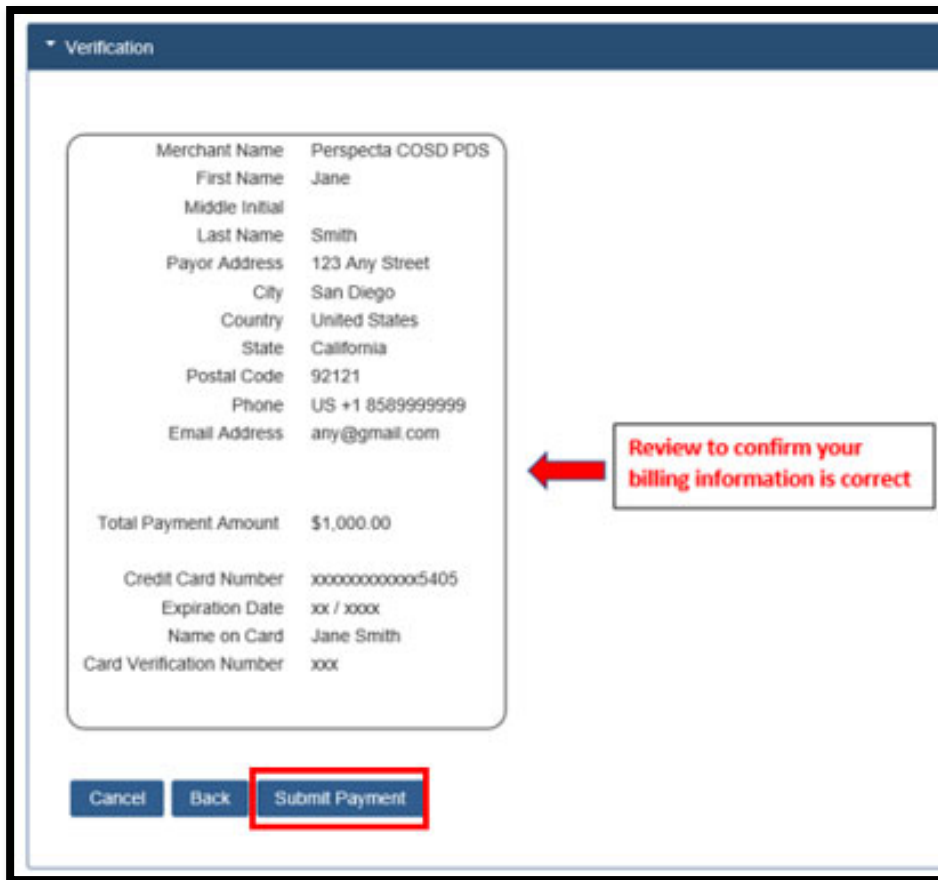
Cancel Back **Next**

## Permitting System Help Guides

**STEP 7:** You will be asked to verify your billing information one last time to ensure everything is accurate. If you need to make changes, you can use the “**Back**” button to go back to previous screens to make changes.

If the information is correct, click the “**Submit Payment**” button. The information will be encrypted and sent through for processing. Your screen may appear to be grayed out while the system attempts to post your payment.

*Note: After clicking the “Submit Payment” button, do not click the “Back” button or “Submit Payment” button again. Doing so may result in duplicate payments posting to your bank account.*



The screenshot shows a 'Verification' screen with a list of billing details. A red box highlights the 'Submit Payment' button, and a red arrow points to it from a text box that says 'Review to confirm your billing information is correct'.

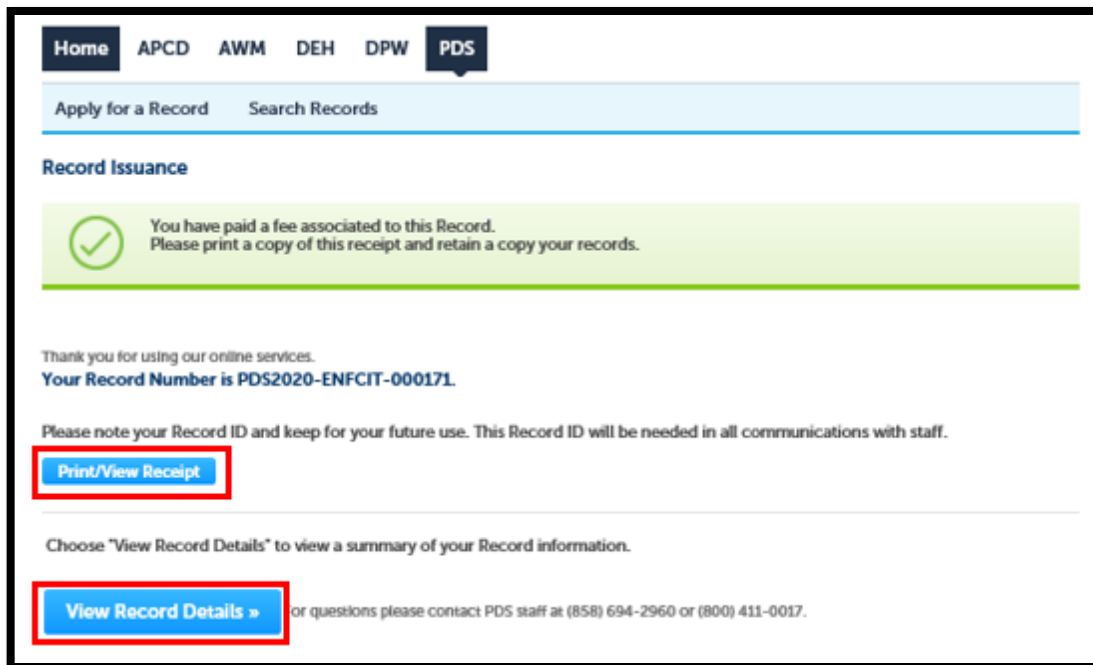
Merchant Name	Perspecta COSD PDS
First Name	Jane
Middle Initial	
Last Name	Smith
Payor Address	123 Any Street
City	San Diego
Country	United States
State	California
Postal Code	92121
Phone	US +1 8589999999
Email Address	any@gmail.com
Total Payment Amount	\$1,000.00
Credit Card Number	xxxxxxxxxxxx5405
Expiration Date	xx / xxxx
Name on Card	Jane Smith
Card Verification Number	xxx

Buttons: Cancel, Back, **Submit Payment**

## Permitting System Help Guides

**STEP 8:** If the payment is successful, you will be redirected back to the County's ACA website and a successful payment message will be displayed. You can then print a receipt or review the transactions posted to the Record.

*Note: If the payment was noted successful and you received an error message, please contact the [LUEGTrustAccts@sdcounty.ca.gov](mailto:LUEGTrustAccts@sdcounty.ca.gov) for assistance. Provide the error message you received and the approximate time you attempted to submit the payment.*





## Permitting System Help Guides

### PAYMENT WITH E-CHECK (PAGE 9)

**STEP 5:** Click “Pay with E-Check” button. The user will be prompted to **Enter Payor Information** on the website. Before clicking on the “Next” button, please review the billing information carefully. Click “Next” button to proceed to **Payment Information**.

The “Back” button takes you back to the previous screen.

County of San Diego Planning & Development Services  
**Bill Pay Site**  
This site is a redirect from the County of San Diego Accela Citizen Access (ACA) page for the purpose of accepting payments on County of San Diego PDS records

**Bills to Pay**

Record Number	Amount
PDS2020-ENFCIT-000174	\$1,000.00

Pay by Credit  Pay with E-Check

Cancel

Enter Payor Information

\* - Required Field

First Name  \*

Middle Initial

Last Name  \*

Payor Address

Country  \*

State

City

Postal Code  \*

Phone

Email Address  \*

Retype Email Address  \*

Cancel Back Next

## Permitting System Help Guides

**STEP 6.** Enter valid e-check **Payment Information**. Review the billing information carefully. If changes need to be made, click the **“Back”** button to go back. Check **“I agree to the terms and conditions.”** Click **Next** Button to proceed to verification.

**Terms and Conditions:** Authorizes the County of San Diego to charge your banking account in the amount listed, informs the customer of any returned item information if incorrect billing information is used, and provides the County’s contact information if you have any questions regarding your payment.

*Note: Incorrect billing information may lead to project delays and additional fees to be applied to your project. There is a \$25.00 charge on all returned ‘E-Check’ payments.*

Payment Information

Total Payment Amount \$100.00

Account Number \*\*\*\*\* \* ACCOUNT NUMBER ?

Retype Account Number \*\*\*\*\* x \*

Routing Number 322281617 \* ?

Account Type Checking v \*

Name on Account Jane Smith \*

Return Notification

Please email me at the address provided below if my ACH payment returns.  
any@email.com

Terms and Conditions

**PAYMENT TERMS AND CONDITIONS**

**AUTHORIZATION**

By checking the "I accept the Terms and Conditions" checkbox below I authorize my bank to debit my specified account for the amount of my payment. This is a one-time payment which will occur on the next business

I agree to the terms and conditions.

Cancel Back Next

## Permitting System Help Guides

**STEP 7:** You will be asked to verify your billing information one last time to ensure everything is accurate. If you need to make changes, you can use the “**Back**” button to go back to previous screens to make changes.

If the information is correct, click the “**Submit Payment**” button. The information will be encrypted and sent through for processing. Your screen may appear to be grayed out while the system attempts to post your payment.

*Note: After clicking the “Submit Payment” button, do not click the “Back” button or “Submit Payment” button again. Doing so may result in duplicate payments posting to your bank account.*

Verification

Record

Record Number	Amount
PDS2020-ENFCIT-000167	\$100.00

Merchant Name: Perspecta COSD PDS  
First Name: Jane  
Middle Initial:  
Last Name: Smith  
Payor Address: 123 Any Street  
City: San Diego  
Country: United States  
State: California  
Postal Code: 92121  
Phone: US +1 8589999999  
Email Address: any@email.com

Total Payment Amount: \$100.00

Account Number: xxxxxx5678  
Routing Number: 322281617  
Name on Account: Jane Smith  
Account Type: Checking

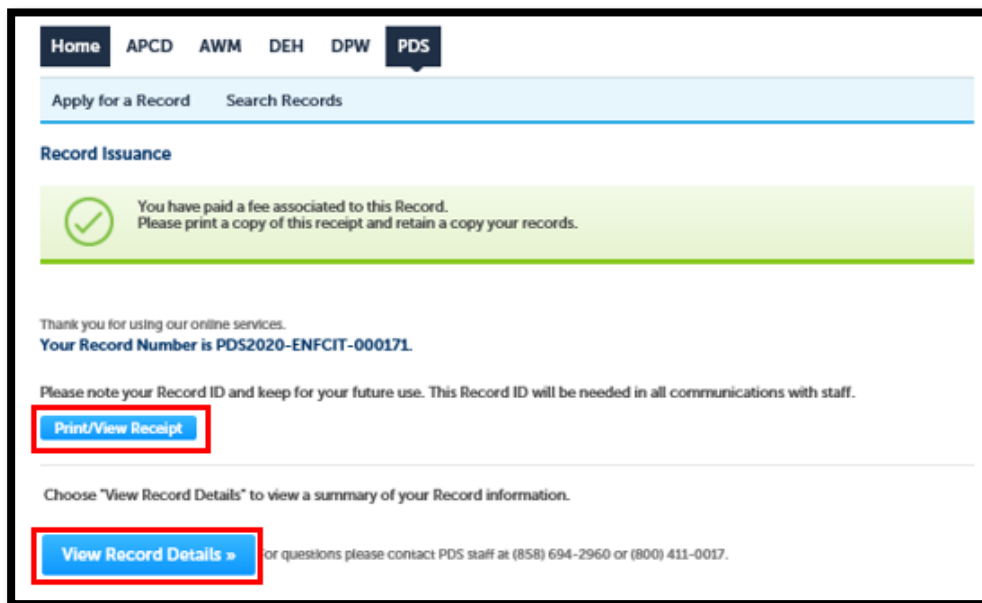
Buttons: Cancel, Back, Submit Payment

Review to confirm your billing information is correct

## Permitting System Help Guides

**STEP 8:** If the payment was successful, you will be redirected back to the County's ACA website and a successful payment message will be displayed. You can then print a receipt for your records or review the transactions posted to the Record.

*Note: If the payment was noted successful and you received an error message, please contact the [LUEGTrustAccts@sdcounty.ca.gov](mailto:LUEGTrustAccts@sdcounty.ca.gov) for assistance. Provide the error message you received and the approximate time you attempted to submit the payment.*



### Need Additional Help?

If you have questions regarding your payment on your PDS Record, please email your questions or call us at the contact information below. To help expedite a response, please provide your record number, time and amount of payment, and/or other information so we can better assist you with your question.

**Email PDS Finance:**

[PDSDevDep@sdcounty.ca.gov](mailto:PDSDevDep@sdcounty.ca.gov)

**San Diego Permit Center Main Line:**

**(858) 694-2960 or toll free (800) 411-0017**

**PDS Website Contact Us Page:**

<https://www.sandiegocounty.gov/content/sdc/pds>