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.

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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 restrictions 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.

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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.

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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.

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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.

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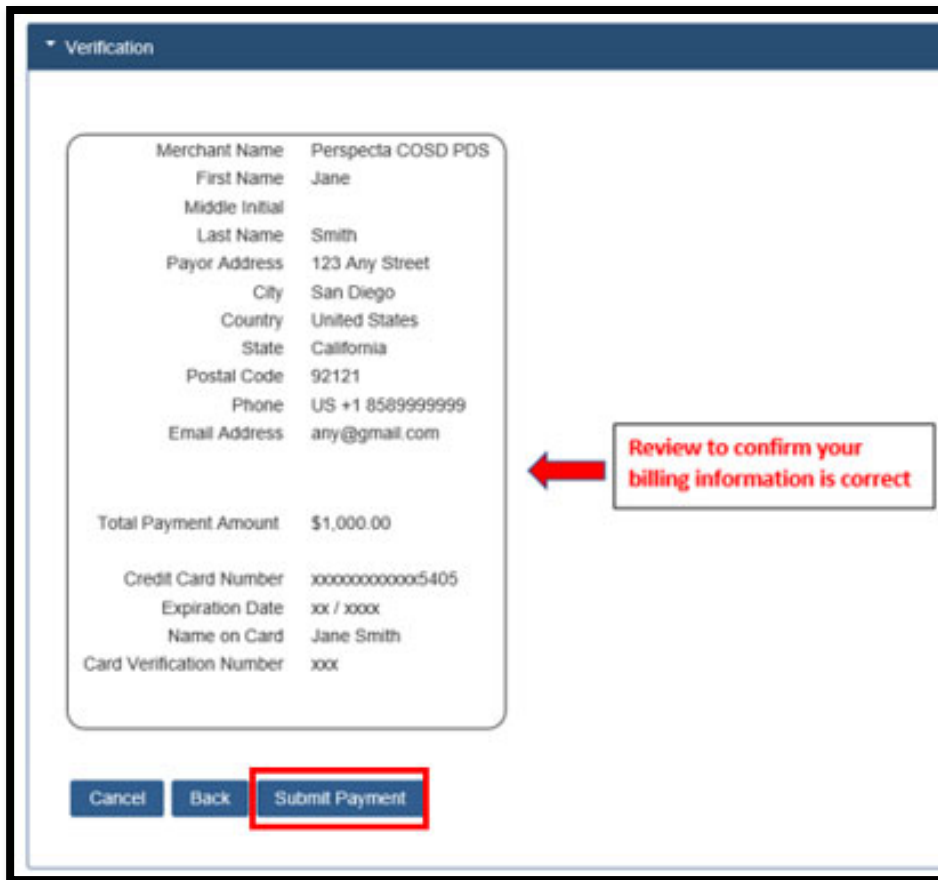
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STEP 7: You will be asked to verify your billing information one last time to ensure everything is accurate. If you need to make changes, you can use the "**Back**" button to go back to previous screens to make changes.

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 clock the "Back" button or "Submit Payment" button again. Doing so may result in duplicate payments posting to your bank account.

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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 for assistance. Provide the error message you received and the approximate time you attempted to submit the payment.
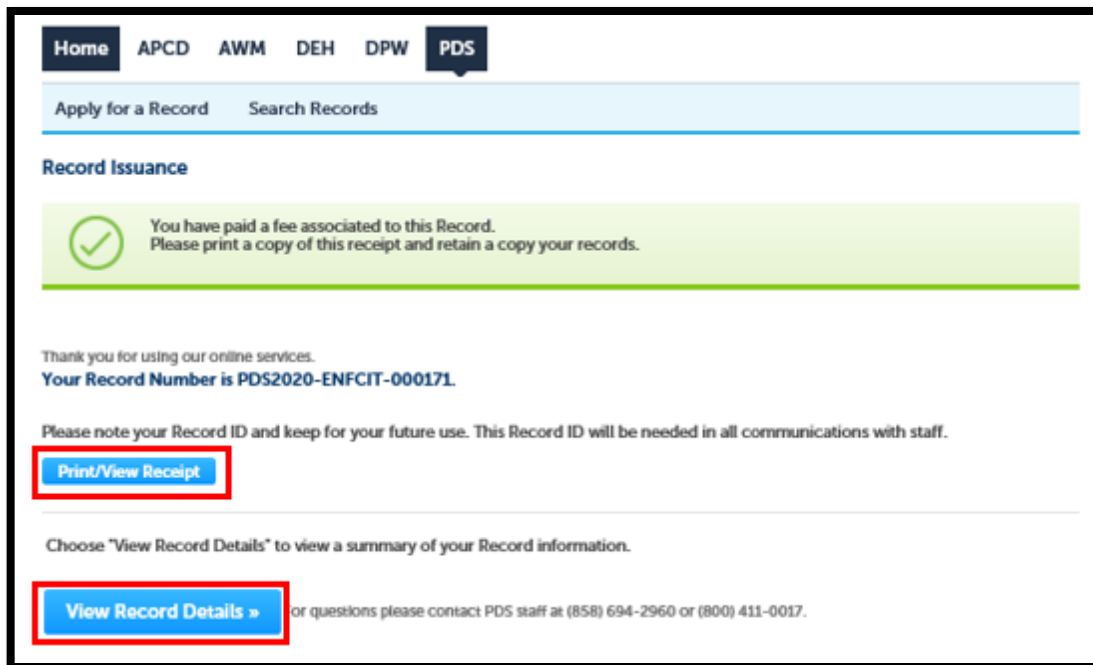
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PAYMENT WITH E-CHECK (PAGE 9)

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.

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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.

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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 clock the "Back" button or "Submit Payment" button again. Doing so may result in duplicate payments posting to your bank account.

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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.

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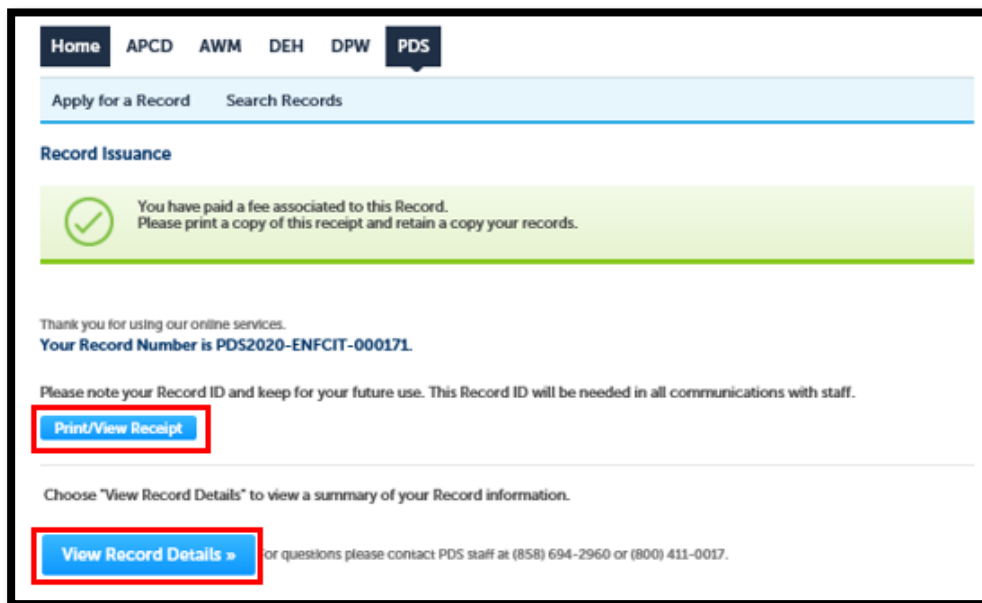
Need Additional Help?

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
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