

# Paying Application Fees

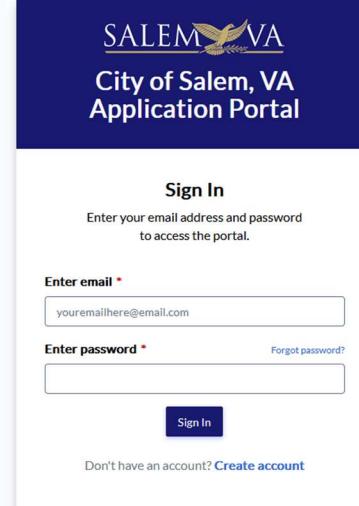


## Requirements

- Application Portal Account
- An application number
- A method of payment

*Online Payments can be made using most major credit & debit cards. eCheck allows you to pay directly from a bank account.*

## Process

1. Log into the Application Portal		 The image shows the "Sign In" page of the "City of Salem, VA Application Portal". The header features the Salem VA logo and the text "City of Salem, VA Application Portal". Below this is a "Sign In" section with fields for "Enter email *" (containing "youremailhere@email.com") and "Enter password *". There is a "Forgot password?" link and a "Sign In" button. At the bottom, there is a link "Don't have an account? Create account".	
2. Click on My Fees		 The image shows the "My Fees" tab selected on a dashboard. The tabs are "My Applications", "My Fees" (which is highlighted in blue), and "My Inspections". Below the tabs is a table with columns: Permit Number, Project Name, Permit Type, Permit Sub-Type, Location, Amount Due, and Actions. One row is visible, showing "R25-[REDACTED]" in the Permit Number column, "Residential Building Addition" in the Permit Type and Sub-Type columns, and "\$61.40" in the Amount Due column.	
3. Select the Permit(s) you wish to pay fees for		 The image shows the same table row from the previous image, but the "Permit Number" cell is highlighted in blue, indicating it is selected for payment.	

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4. Optional – Click the Magnifying Glass Icon in Actions to view fee details  <i>Application Number, Address and Fee Descriptions will be shown here</i>		<p><b>Fee Info</b> <span style="float: right;">X</span></p> <p>Z25-300 - SALEM VA 24153</p> <table><thead><tr><th>Fee Desc.</th><th>Amount Due</th></tr></thead><tbody><tr><td></td><td>\$25.00</td></tr></tbody></table> <p><span style="float: right;">Close</span></p>	Fee Desc.	Amount Due		\$25.00
Fee Desc.	Amount Due					
	\$25.00					
5. Click Pay						
6. Select Your Payment Type		<p><b>Select Payment Type</b> <span style="float: right;">Submit Payment</span></p> <p>Payment For: R25-1012</p> <p><input type="radio"/> Credit / Debit Card <span style="float: right;">VISA   </span> The following credit cards are supported: Visa, MasterCard, American Express, Discover</p> <p><input type="radio"/> eCheck <span style="float: right;">eCheck</span> Pay directly from your bank account.</p> <p><span style="float: left;">Previous</span> <span style="float: right;">Close</span> <span style="float: right;">Next</span></p>				

# Paying Application Fees

## Credit Card Payments



1. Select Credit/Debit	<p><b>Credit / Debit Card</b></p> <p>The following credit cards are supported: Visa, MasterCard, American Express, Discover</p> 
2. Click Next	<p><b>Next</b></p>
3. Enter your payment information	<p><b>Payment For:</b></p> <p><b>Total Amount: \$61.40</b></p> <p>Card Number * <input type="text"/></p> <p>Exp. Date * <input type="text"/> Card Code <input type="text"/></p> <p><b>Billing Address</b></p> <p>First Name * <input type="text"/> Last Name * <input type="text"/></p> <p>Billing Country * <input type="text"/> USA <input type="button" value="▼"/></p> <p>Street Address * <input type="text"/> Zip * <input type="text"/></p> <p>State * <input type="text"/> City * <input type="text"/></p> <p>Email * <input type="text"/> Phone Number <input type="text"/></p>

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4. Click Pay	<p><b>Pay</b></p>
5. Once completed you will see a confirmation message similar to this. It will have your reference number and card details.  <i>The City advises customers to keep a copy of this payment ID for their records</i>	<p><b>Payment For:</b></p> <p><b>Total Amount: \$61.40</b></p> <p><b>Thank you for your payment</b></p>  <p>Please see your payment details below.</p> <p>Application Number: R25-</p> <p>Payment Amount: \$61.40</p> <p>Account Number: XXXX</p> <p>Account Type: Visa</p> <p>Reference Number: 8003870 1</p>
<p><i>Itemized Receipts can be requested from <a href="mailto:communitydev@salemva.gov">communitydev@salemva.gov</a></i></p>	

# Paying Application Fees

## eCheck



1. Select Credit/Debit	<p><input checked="" type="radio"/> <b>eCheck</b> Pay directly from your bank account.</p>	eCheck
2. Click Next		<b>Next</b>
3. Enter your payment information	<p>Bank Name _____</p> <p>Account Number * _____</p> <p>ABA Routing Number * _____</p> <p>Bank Account Type Personal Checking ▼</p> <p><b>Billing Address</b></p> <p>First Name * _____</p> <p>Last Name * _____</p> <p>Billing Country * USA ▼</p> <p>Street Address * _____</p> <p>Zip * _____</p> <p>City * _____</p> <p>State * _____</p> <p>Phone Number _____</p> <p>Email * _____</p>	
4. Click Pay	<b>Pay</b>	

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5. Once completed you will see a confirmation message similar to this. It will have your reference number and card details.

*The City advises customers to keep a copy of this payment ID for their records*

**Payment For:** Z25-

**Total Amount:** \$25.00

**Thank you for your payment**



Please see your payment details below.

Application Number: Z25-

Payment Amount: \$25.00

Account Number: XXXX

Account Type: eCheck

Reference Number: 8003

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*Itemized Receipts can be requested from [communitydev@salemva.gov](mailto:communitydev@salemva.gov)*

# Paying Application Fees

## Frequently Asked Questions

### ***I have multiple permits to pay, can I pay them all at the same time?***

Yes! You can select multiple permits and pay for them all with a single transaction

### ***Can I make partial payment for a permit?***

No. Permit fees must be paid in full.

### ***Once I've paid, is my permit issued?***

No. Once your payment has been received, and processed internally, you will receive an email notification of permit issuance. Permits are manually issued by Community Development during office hours. Please allow up to 48 hours for this process to be completed before contacting the department.

Weekends and Holidays may impact processing times.

### ***Why am I being charged some of these fees?***

Fees are assessed based on a published fee schedule available on the City of Salem's website. For more information on your specific application, please contact Community Development **before** remitting payment.

### ***Can I pay in Cash?***

No. As part of our move to an online application system, all permits must be paid for through the application portal. Payments are accepted from most major credit and debit cards, and the eCheck process for direct transfer from a bank account.

### ***Are there transaction fees associated with these payments?***

The City of Salem does not charge separate transaction fees for using the online payment system; however, your Financial Institution may charge you fees related to your Credit Card, Debit Card or eCheck transactions, including transaction fees or fees for attempting transfers without sufficient funds.