



# Building, Planning and Land Development Online Applications and Permits

## Customer Portal User-Guide

### Making a Fee Payment on the Customer Portal

Payments for applications will be requested once an internal review of the submission has been made and deemed complete. Payments must be paid in full at the time of the request.

#### City of Ottawa / Ville d'Ottawa

#### Payment Required / Paiement exigible

LMS Project,

Payment in the amount of \$98.00 is due on application CON-2024-000282 - 110 LAURIER AVE OUEST/WEST, Ottawa, ON.

Click link below for more information regarding this notification.

[View](#)

La somme de 98,00 \$ est exigible relativement à la demande CON-2024-000282 - 110 LAURIER AVE OUEST/WEST, Ottawa, ON.

Veillez cliquer sur le lien ci-dessous pour en savoir plus sur cette notification.

[Afficher](#)

City of Ottawa / Ville d'Ottawa

## Viewing a Payment Due Request.

When a payment is due, a **Payment Due** status will be outlined in the Customer Portal Dashboard, under the **Actions Required** tab. This will be further noted by a blue exclamation mark on the tab indicating an action is required.

**Dashboard**

**ACTIONS REQUIRED** APPLICATIONS PROFESSIONALS/CONTRACTORS

### Actions Required

Here you can view the status of your active applications and address outstanding items.

#### Applications

Filter by All actions required

File Number	Location	Applicant	Status	Last Activity
<a href="#">CON-2024-000282</a>	110 LAURIER AVE OUEST/WEST, Ottawa, ON	True Builders Inc	Payment Due	Jan 25, 2024

You can use the **Filter by** control to show only applications with a Payment Due status when there are numerous applications requiring action.

Filter by All actions required

- All actions required
- Payments due**
- Revisions required
- Review Conditional Agreement
- Recently issued

Rows per page: 10 1-3 of 3

Alternatively, you can select the **Outstanding Fees** link from the main menu to view all applications requiring payment. Select the blue **File Number** hyperlink of the specific application you wish to pay to proceed.

My Service Ottawa | Home | Search | Outstanding Fees | LMS Project | English

## Outstanding Fees

Select row(s) from the list to identify the outstanding fee items you wish to pay.

File Number	Type	Location	Status	Created Date	Total (\$)
Total (\$): 0.00					

## Making a Single Fee Payment.

1. On the Dashboard page, select the blue **File Number** hyperlink on the application with a Payment Due status.

## Dashboard

ACTIONS REQUIRED ⓘ | APPLICATIONS | PROFESSIONALS/CONTRACTORS

### Actions Required


Here you can view the status of your active applications and address outstanding items.

### Applications

Filter by: All actions required

File Number	Location	Applicant	Status	Last Activity
<a href="#">CON-2024-000282</a>	110 LAURIER AVE OUEST/WEST, Ottawa, ON	True Builders Inc	Payment Due	Jan 25, 2024

- The application's Activities page will open, with an active **Pay** button.



## Construction Permit

### Status

Submitted

File Number	Description	Location
CON-2024-000282	House	110 LAURIER AVE OUEST/WEST, Ottawa, ON

### Activities

Outstanding Fees  
Fees for this application are awaiting payment.

PAY

Request an inspection

Request an inspection for this permit.

REQUEST ?

- Select the Pay button to open a new **Application Fees** page, where two payment options will be available.

The **Pay by Bank Account** option will only become available if a Pre-Authorized Debit Account has been set up on the account. If not, this payment option will be disabled.

### Application Fees

Description	Amount (\$)	Balance (\$)
Construction Permit Application Fee	98.00	98.00
		Subtotal (\$): 98.00
		Total (\$)
		98.00

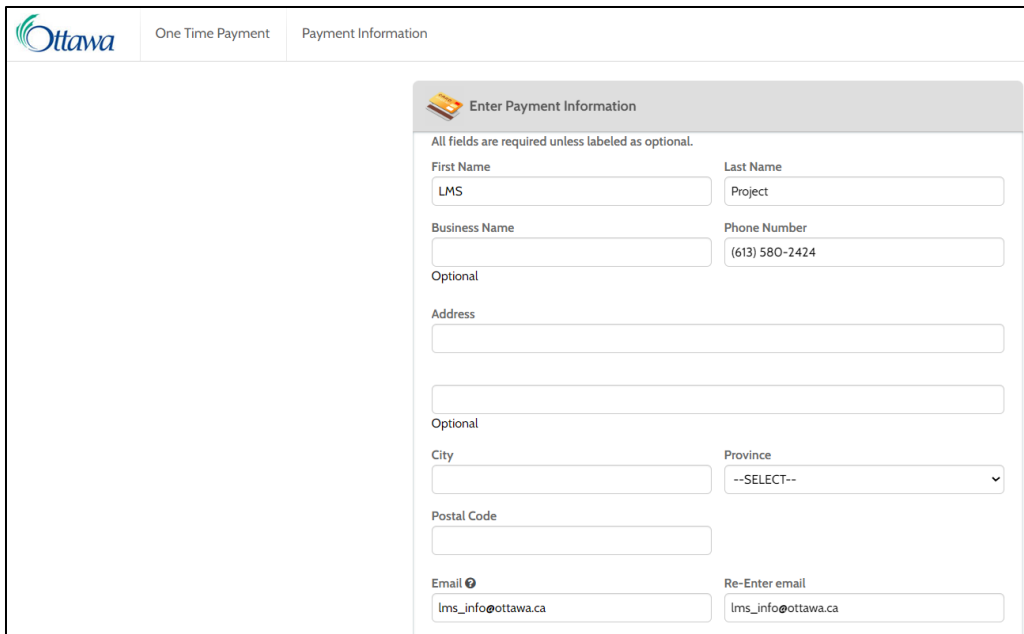
CANCEL

PAY BY PAYMENT CARD

PAY BY BANK ACCOUNT

The **Pay by Payment Card** option is always available and can be selected when paying by Credit Card, Debit Card or Interac Online. Payments using a credit card will be subject to a processing fee of 1.99%, which Interac Online payments are subject to a flat fee of \$0.49 per transaction.

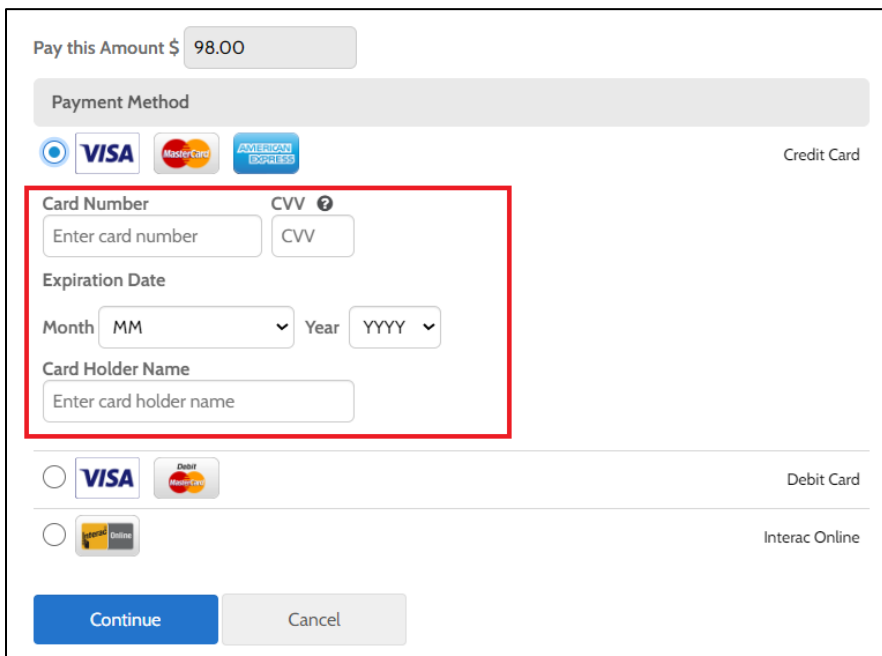
- To Pay by Payment Card, select this button to open a **One Time Payment** page. Complete all payment information fields.



The screenshot shows a web form titled "Enter Payment Information" with the Ottawa logo and navigation tabs for "One Time Payment" and "Payment Information". The form contains the following fields:

- First Name:** LMS
- Last Name:** Project
- Business Name:** (empty)
- Phone Number:** (613) 580-2424
- Optional:** (empty)
- Address:** (empty)
- Optional:** (empty)
- City:** (empty)
- Province:** --SELECT--
- Postal Code:** (empty)
- Email:** lms\_info@ottawa.ca
- Re-Enter email:** lms\_info@ottawa.ca

The amount will be displayed, and the **Payment Method** can be selected using the corresponding radio button. The related card information will then open for completion.



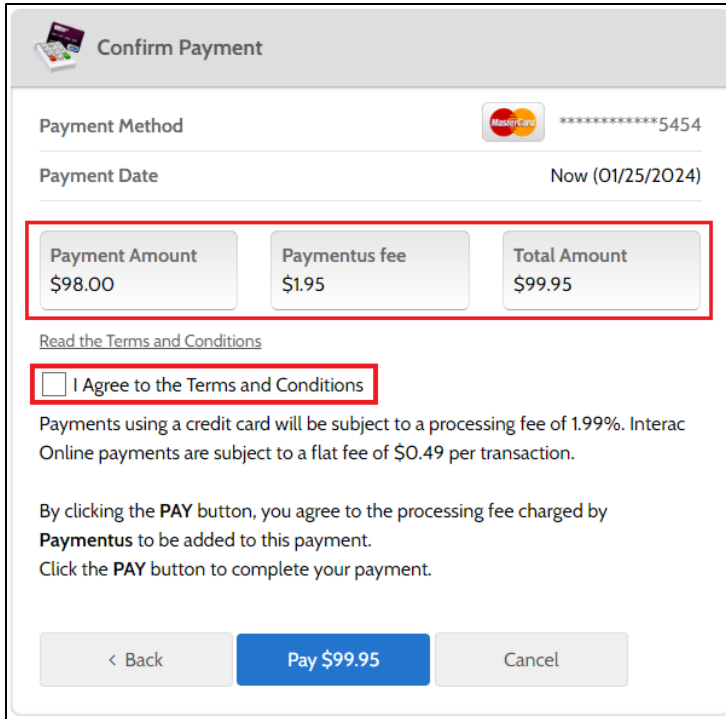
The screenshot shows the "Payment Method" section of the payment interface. At the top, it displays "Pay this Amount \$ 98.00". Below this, there are three radio buttons for selecting a payment method: "Credit Card" (selected), "Debit Card", and "Interac Online". The "Credit Card" section is highlighted with a red box and contains the following fields:

- Card Number:** Enter card number
- CVV:** CVV
- Expiration Date:** Month (MM) and Year (YYYY) dropdown menus
- Card Holder Name:** Enter card holder name


At the bottom of the form, there are "Continue" and "Cancel" buttons.

- Select the **Continue** button to proceed with the payment.

6. A **Confirm Payment** page will open, showing the total amount that will be charged. Select the Terms and Conditions box to acknowledge agreement to the Terms and Conditions outlined.



**Confirm Payment**

Payment Method  \*\*\*\*\*5454

Payment Date Now (01/25/2024)

Payment Amount \$98.00	Paymentus fee \$1.95	Total Amount \$99.95
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[Read the Terms and Conditions](#)

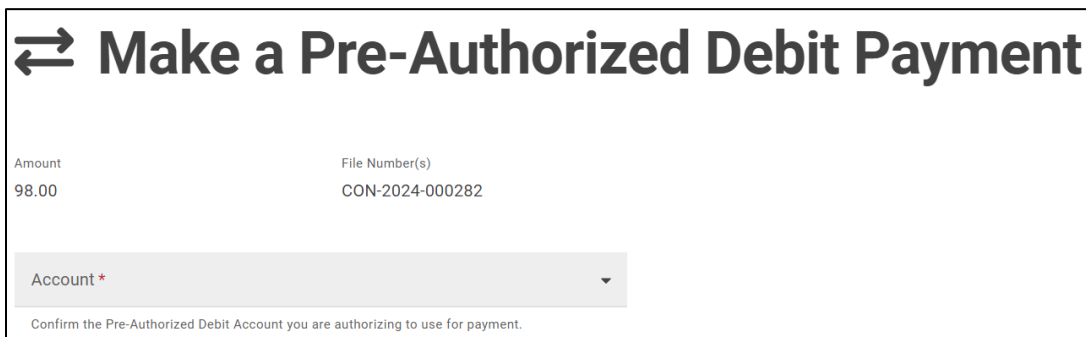
I Agree to the Terms and Conditions

Payments using a credit card will be subject to a processing fee of 1.99%. Interac Online payments are subject to a flat fee of \$0.49 per transaction.

By clicking the **PAY** button, you agree to the processing fee charged by **Paymentus** to be added to this payment.  
Click the **PAY** button to complete your payment.


< Back **Pay \$99.95** Cancel

7. Select the **Pay** button to submit your payment.
8. Alternatively, to Pay by Bank Account, select this button to open a **Make a Pre-Authorized Debit Payment** page.



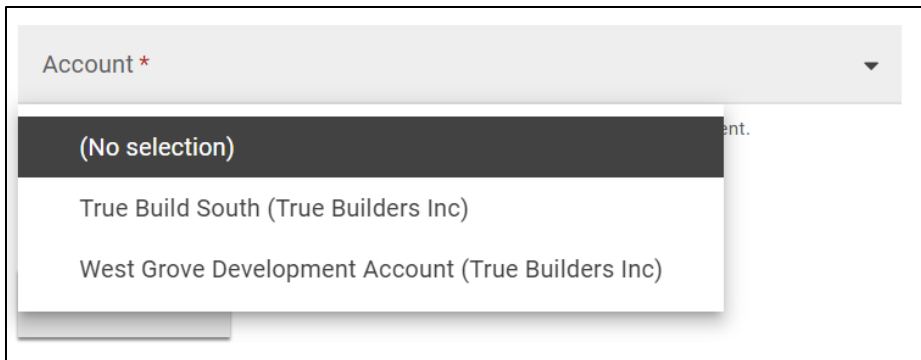
## Make a Pre-Authorized Debit Payment

Amount 98.00 File Number(s) CON-2024-000282

Account \* 

Confirm the Pre-Authorized Debit Account you are authorizing to use for payment.

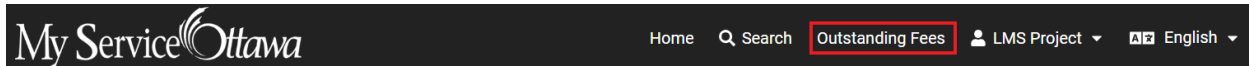
9. If there are multiple debit accounts set up for an account, use the drop-down option for on the **Account** field to select the correct one.



10. Select the **Submit** button to proceed.

## Multiple Fee Payments

You have the option to pay for several different application types, at the same time through the **Outstanding Fees** link on the main menu.



This is a great option when there are a number of applications requiring payment. A single sum payment can be made for all application types.

1. Navigate to the top menu bar and select the **Outstanding Fees** menu item. All outstanding payments will be listed in a table with each row indicating a different application.
2. Check the checkbox in the first column of each row for every application that you wish to pay at this time. Checking the checkbox in the first column of the first row of the table will select all rows at once.

3. Checking one or more checkboxes will cause a green **“Pay”** button to become available preceding the table (in the top right corner of the table area). Select the **“Pay”** button to open a new **“One Time Payment / Payment Information** page. The combined total amount owing for all the selected applications, will be automatically generated. To complete your payment, follow the instructions in this document under the heading **“Completing a One-Time Payment”**.

## Outstanding Fees

Select row(s) from the list to identify the outstanding fee items you wish to pay.

2 selected
PAY

<input type="checkbox"/>	File Number	Type	Location	Status	Created Date	Total (\$)
<input checked="" type="checkbox"/>	<a href="#">ABPR-2022-00...</a>	Access to Building Permit R...	110 LAURIER AVE W, OTTAWA, ...	Submitted	Apr 8, 2022	75.00
<input checked="" type="checkbox"/>	<a href="#">ABPR-2022-00...</a>	Access to Building Permit R...	801 KING EDWARD AVE, OTTA'...	Submitted	Apr 8, 2022	75.00
<input type="checkbox"/>	<a href="#">COM-2022-000...</a>	Compliance Report Request	100 CONSTELLATION DR, OTT...	Submitted	Apr 8, 2022	405.00


Total (\$): 555.00

Rows per page: 10 ▾ 1-3 of 3 ◀ ▶



## Completing a One-Time Payment

1. From the **“One Time Payment”** page, the total amount owing will be automatically generated. Complete the payment information in its entirety and select the **“Continue”** button at the end of the page once complete.

 Enter Payment Information

All fields are required unless labeled as optional.


First Name LMS	Last Name Project
Business Name	Phone Number (613) 580-2424

Optional

Address

Optional







City	Province --SELECT--
	Postal Code

Email  lms\_info@ottawa.ca

Re-Enter email  
lms\_info@ottawa.ca

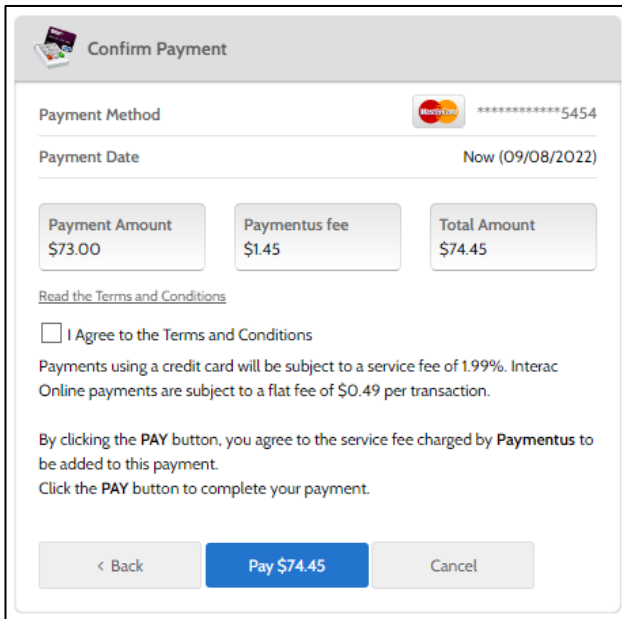
Pay this Amount \$ 73.00

Payment Method

<input type="radio"/>   	Credit Card
<input type="radio"/>  	Debit Card
<input type="radio"/> 	Interac Online

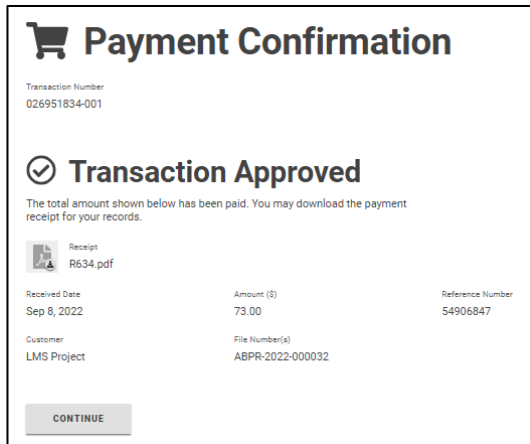
2. From the **“Confirm Payment”** page, you will have the opportunity to confirm your payment and amount. Confirm all information is correct, read the Terms and Conditions and other information, then check the **“I Agree to the Terms and Conditions”** checkbox before selecting the **“Pay”** button at the end of the page.

**Note:** There is a service charge of 1.99% that is charged by Paymentus for payments using a credit card and a flat fee of \$0.49 per transaction when using Interac Online.



The screenshot shows a 'Confirm Payment' interface. At the top, it says 'Confirm Payment' with a small icon. Below that, the 'Payment Method' is 'MasterCard' with a masked card number ending in '5454'. The 'Payment Date' is 'Now (09/08/2022)'. There are three summary boxes: 'Payment Amount \$73.00', 'Paymentus fee \$1.45', and 'Total Amount \$74.45'. Below these is a link 'Read the Terms and Conditions' and an unchecked checkbox 'I Agree to the Terms and Conditions'. A paragraph explains the fees: 'Payments using a credit card will be subject to a service fee of 1.99%. Interac Online payments are subject to a flat fee of \$0.49 per transaction.' Another paragraph states: 'By clicking the PAY button, you agree to the service fee charged by Paymentus to be added to this payment. Click the PAY button to complete your payment.' At the bottom are three buttons: '< Back', 'Pay \$74.45' (highlighted in blue), and 'Cancel'.

3. A “**Payment Confirmation**” page will be generated, outlining the payment information and your receipt. Receipts can be downloaded via the download PDF link. Select the “**Continue**” button to return to the application “**Activities**” page.



The screenshot shows a 'Payment Confirmation' page with a shopping cart icon. It displays the transaction number 026951834-001 and a 'Transaction Approved' status with a checkmark icon. Below this, it states that the total amount has been paid and provides a download link for a receipt named 'R634.pdf'. A table of transaction details is shown, including the received date (Sep 8, 2022), amount (\$73.00), reference number (54906847), customer (LMS Project), and file number(s) (ABPR-2022-000032). A 'CONTINUE' button is located at the bottom of the page.

Received Date	Amount (\$)	Reference Number
Sep 8, 2022	73.00	54906847

Customer	File Number(s)
LMS Project	ABPR-2022-000032

4. Payment is now complete. Applicants will receive a receipt from Paymentus as well as a confirmation of payment by email, if the notification method of email was chosen at the time of registration.