



Planning & Development Services Department

Permit Portal Guide / Online Payments

The City of New Braunfels Planning & Development Services has improved our online permitting portal. We've developed this guide to aide our customers in the use of this platform.

Initial Login

<https://nbpermits.nbtexas.org/publicaccess/template/Login.aspx>

Upon accessing the Portal Login Page create a username and password. The username will need to be a valid email address. The email address must be specific to the individual user.

The username/email address will be used to communicate with you about your application and all status updates related to the permit and payments. Applications are only viewable through the Portal by users who are listed contacts in the permit record and have provided a valid email address.

Password Requirements are: Minimum of 8 characters and must include at least one uppercase, one lowercase, and a number. Passwords cannot match your email address, or first, or last names.

Communication

The City of New Braunfels will use the email address registered to your account to communicate with you throughout the permit process. To ensure clear, accurate, and timely communication, please use only one email address per account. You should expect a confirmation email when an application is submitted. This verifies your submission was received and provides you with a reference number to aid in future communication about the application with City staff.

Communication from the portal system automated messenger will originate from cwmessenger@nbtexas.org - please add this email address to your approved/safe list to ensure communications arrive.

This email is not intended for communication with City Staff, as it is an unmonitored messenger box. To contact City Staff with questions about your applications or the portal, please use the respective department email addresses provided below;

Building: Building@newbraunfels.gov
Planning: Planning@newbraunfels.gov
Engineering: EngineeringTechs@newbraunfels.gov

Permit Submissions

Permit application must be completed at time of submittal in order to be saved in the permitting system. Once a permit application has been submitted, the applicant can no longer edit the application. City staff will have access to make the necessary changes. Keep in mind, all communication will be sent to the email address associated with your account.

Some applications may require fees to be paid in order to complete submittal.

*Disclaimer: Permitting Fees may be subject to change after validation of the application submittal. Any fees displayed in the permit and not required to be paid at the time of application submittal are provided as estimates only and may change during the course of the application review and approval process.

Be advised that payment of fees through the online portal requires that the applicant complete the processing of the payment before the fee will be cleared in our permit tracking system. Failure to complete the payment process may result in delay.

Online Payment Process Steps

- In order to make a payment online you will need to register on the online portal at <https://nbpermits.nbtexas.org/publicaccess/template/Login.aspx> and your email must be listed on the permit.
- If you are listed on the permit when you go into <https://nbpermits.nbtexas.org/publicaccess/template/Login.aspx> and login, the permits that your email is associated with will automatically display.
- Locate the permit in which you want to pay, See step by step payment instructions on the following pages.

PAY FEES:

From the Home Screen.... select Pay Fees from [Actions.....] drop down list

The screenshot shows the 'New Braunfels Permit Page' with a list of permits on the left and a map on the right. The permits list includes:

- Residential - Miscellaneous RP201953M
- Residential - Misc. Inneous RP20195344
- C001**nerul**l Moye JS11.1-0001

The map shows a green square indicating a location. The right side of the page has a dropdown menu with options: 'Issued', 'Actions...', 'Check Case Status', 'Withdrawn', and 'Actions...'. The 'Created' date is 08/9/2019.

Or from an open application..... select Pay Fees from [Actions.....] drop down list

The screenshot shows the 'Application' page for a permit. The permit details include:

- Residential - Miscellaneous RP2019-5344
- LNCLTS1 test permit only jcm
- Address: 550 LANDA ST New Braunfels TX 78130
- City Limits
- New Braunfels ISO
- People: Applicant (brucewayne)

The right side of the page shows a table for 'Fees' and 'Payments'.

Fee	Amount	Amount Paid	Amount Due
Total Fees	50.00	Total Paid	50.00
		Total Due	50.00

Below the table, there are sections for 'Payments', 'Conditions', and 'Related Documents'.

FEEES DISPLAYED:

Outstanding fees on the permit are displayed. Before you can Pay, you must accept the Terms & Conditions by checking the box beside the link to the term's details:

Fee	Amount	Amount Paid	Amount Due
Building Residential Permit Applic Fee	\$50.00	\$0.00	\$50.00
Total Fees: \$50.00		Total Paid: \$0.00	Total Due: \$50.00

Payment Amount: \$50

☐ online payment

Payment Terms and Conditions ☒ **Pay Now**

Cancel

Then Click PAY NOW - this opens a new window - redirected to a NEW SITE for payment processing. This is the Card Connect site where you will enter the required information related to your payment transaction.

There is an important notice at the top of the transaction processing page reminding customer that we now have a processing fee associated with credit card transactions. This fee will NOT be part of the below City payment; it is a SEPARATE fee charged by the card processor and will be charged as a second transaction, not included in the City's transactions:

NOTICE: all credit/debit card transactions will incur a 2.75% processing fee paid directly to the credit card processor. This fee will display as a separate transaction on your credit card billing statement. If you prefer a payment method that does not include this processing fee, you may utilize the eCheck payment option, also provided below.

If paying with a **CREDIT CARD** or **DEBIT CARD**, complete the contact information that matches the card holder/billing statement. All fields are required with the exception of phone number. *(The City will NOT store any card related information through the online payment gateway, so customers will be required to enter this info each time they pay)*

The email address provided in the form should relate to the person making the payment and will be used to send a payment receipt to the customer at the completion of the transaction.

The Amount to be charged is listed at the bottom of the form along with the payment permit number and permit portal invoice/payment reference number.

When the form is completed, click Process Payment at the bottom of the screen.

Billing address

Name

Name on Credit Card account

Full name as displayed on account

Address

123 Card Billing Address

Address 2 (Optional)

Apartment or suite

City

Your City

Country

United States

State

Choose...

Zip

00000

Phone

8305552121

Email

EmailForPaymentReceipt@vendor.com

Payment

☒ Credit/Debit card

☐ E-Check

Credit card number

54*****5454

Expiration Month

Choose...

Expiration Year

Choose...

CVV

000

Invoice Number

1679

Payment for Case

RP2021-0338

Total (USD)

\$50.00

Process Payment

Once the transaction is successfully completed, the customer will see the transaction complete message and have the option to receive a payment receipt by clicking the Send Receipt button.



Building Safety: BuildingPermitTechs@nbtexas.org
Development Planning: Planning@nbtexas.org
Engineering Division: Engineering@nbtexas.org
Health & Food Safety: EnvironmentalHealthDivision@nbtexas.org

550 Landa St ★ New Braunfels TX 78310

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Thank you!

Your payment for case number: RP2021-0338 was successfully charged to your Credit/Debit card in the amount of \$50.00.

Please click [here](#) to return to the Public Access Site or you will be redirected in (14 seconds).

Send Receipt

If paying with an **ELECTRONIC CHECK**, you must click on E-Check and the information in the form needs to relate to the customer account you are paying from. Once all the information has been completed, click on Process Payment at the bottom of the screen and you will have an option to receive a payment receipt by clicking the Send Receipt button.

Billing address

Name

Name on Bank account

Full name as displayed on account

Address

123 Account Billing Address

Address 2 (Optional)

Apartment or suite

City

Your City

Country

United States

State

Choose...

Zip

00000

Phone

8305552121

Email

EmailForPaymentReceipt@vendor.com

Payment

☐ Credit/Debit card

☒ E-Check

Bank Account Number

0000000000

Bank Routing Number

123456789

☒ Checking

☐ Savings

Invoice Number

1679

Payment for Case

RP2021-0338

Total (USD)

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Process Payment



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NOTICE: all credit/debit card transactions will incur a 2.75% processing fee paid directly to the credit card processor. This fee will display as a separate transaction on your credit card billing statement. If you prefer a payment method that does not include this processing fee, you may utilize the eCheck payment option, also provided below.

Thank you!

Your payment for case number: RP2021-0338 was successfully charged to your Credit/Debit card in the amount of \$50.00.

Please click [here](#) to return to the Public Access Site or you will be redirected in (2 seconds).

Send Receipt

Customers should be aware that you will have only **15 seconds** to click **"Send Receipt"** before the page will automatically take you back to the City's Permit Portal and display the payment posted to your permit. *If you are ready to go back to the Permit Portal before the 15 seconds elapses, you may click the link in the message to return to the Permit Portal immediately.*

Once back on the Permit Portal, the customer will be taken back to the Permit page and can see the payment posted to the list of permit fees:

The screenshot shows the 'Application' page for a Residential - Addition permit (RP2021-0338). It includes fields for 'No Location Specified', 'No Application Name', 'Application Submitted', and 'Created: 04/22/2021 Expires: 07/21/2021'. Below these are sections for 'Addresses', 'Payments', 'Contacts', and 'ApplicationForm'. The 'Payments' section is highlighted with a black box and contains the following table:

Payment Type	Received By	Payment
Online Payment	owpayments	\$50.00
		Total: \$50.00

If the customer also opted to receive the transaction receipt, it will deliver to the email address in the payment form with the subject line "Payment for Case: xxxxxxxx" indicating the permit that has been paid. Payment receipts will be sent by "Permit Payment" from the City's cwmessenger@nbtexas.org account.



The receipt email will include a pdf attachment displaying their transaction details.



NOTICE: all credit/debit card transactions will incur a 2.75% processing fee paid directly to the credit card processor this is NOT included in this payment amount. The processing fee will display as a separate transaction on your credit card billing statement.

THE CITY WILL NOT PROVIDE any information related to the processing fee as part of the permit fee transaction, since it is a separate charge made by the card processing company (CardPointe CardConnect) at the same time as the fee payment transaction. This processing fee will be 2.75% of the total permit Fees paid in the transaction and will appear as a SEPARATE LINE ITEM on the customer's Card Statement. However, if the Customer would like a receipt for this separate transaction, The City can generate a receipt manually from the card processor's web site on behalf of the customer.