

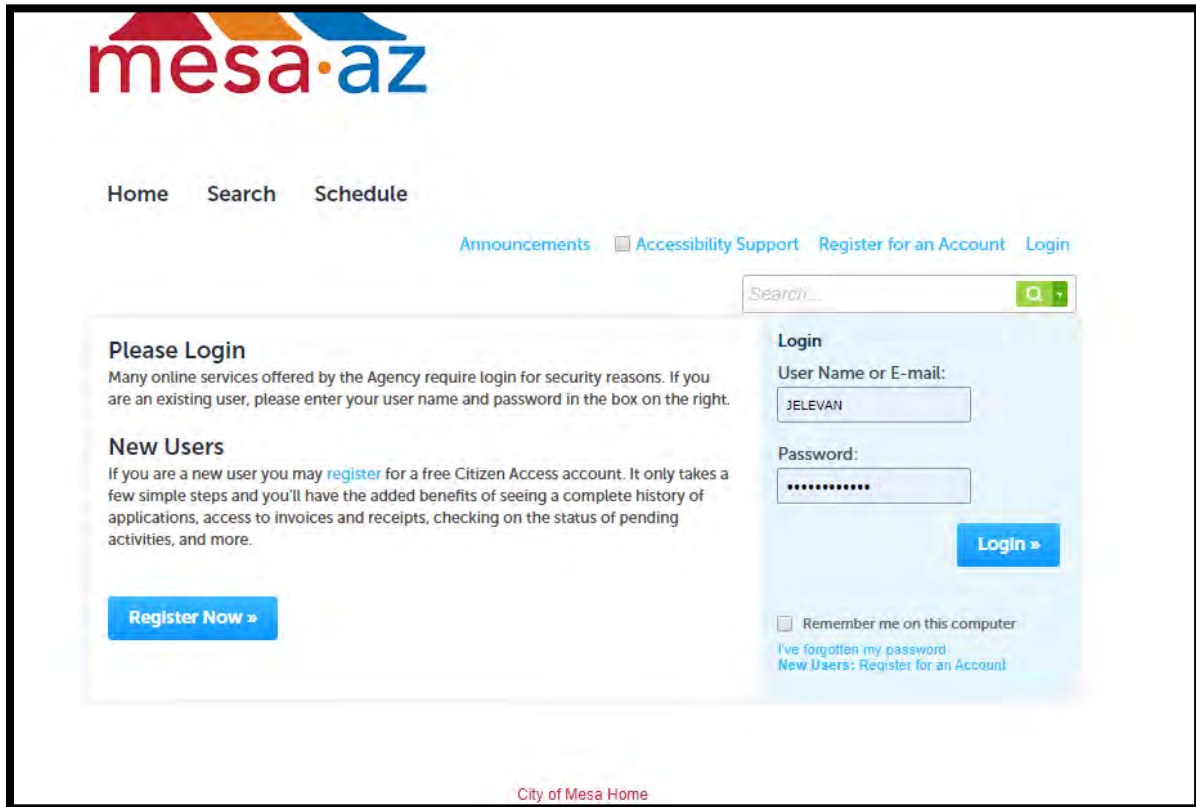
License Application: DIMES-Accela Citizen Access Portal (ACA)

The following are **step-by-step instructions** to guide you through the online license application process using ACA.

Access the DIMES-Accela Citizen Access (ACA) Portal through the link below:

<https://aca.accela.com/mesa/Default.aspx>

Log into your ACA account. If you have not already registered the instructions are available on the City of Mesa website. <https://www.mesaaz.gov/business/licensing>



The screenshot shows the City of Mesa ACA portal login page. At the top left is the 'mesa·az' logo. Below it are navigation links: 'Home', 'Search', and 'Schedule'. To the right are links for 'Announcements', 'Accessibility Support', 'Register for an Account', and 'Login'. A search bar is located in the upper right. The main content area is divided into two sections: 'Please Login' and 'New Users'. The 'Please Login' section contains a 'Login' form with fields for 'User Name or E-mail' (containing 'JELEVAN') and 'Password' (masked with dots), a 'Remember me on this computer' checkbox, and a 'Login »' button. Below the login form are links for 'I've forgotten my password' and 'New Users: Register for an Account'. The 'New Users' section contains a 'Register Now »' button. At the bottom center, there is a link for 'City of Mesa Home'.

Click on HOME

Click on CREATE

Click on APPLY FOR A LICENSE

Accept the GENERAL DISCLAIMER by clicking the check box

Click on CONTINUE APPLICATION

Online Licensing Application Submittal

Welcome to the City of Mesa's Online Licensing System. Using this system you can submit information, pay fees, and track the status of your application all from the convenience of your home or office, 24 hours a day.


For additional assistance, please email the Licensing office at Licensing.Info@mesaaz.gov or call (480) 644-2316

Please "Allow Pop-ups from This Site" before proceeding. You must accept the General Disclaimer below before beginning your application.

General Disclaimer

While the City of Mesa attempts to keep its Web information accurate and timely, the Agency neither warrants nor makes representations as to the functionality or condition of this Web site, its suitability for use, freedom from interruptions or from computer virus, or non-infringement of proprietary rights. Web materials have been compiled from a variety of sources and are subject to change without notice from the Agency as a result of updates and corrections.

I have read and accepted the above terms.

Continue Application » 

Choose an application type. For this example, Secondhand License Application will be used.

If the license application you wish to apply for is not included in the available options, go to <https://www.mesaaz.gov/business/licensing> and download the applications.

The completed application and payment can be mailed to the address printed on the application.

An email option is also available by adding the completed application as an attachment and emailing to licensing.info@mesaaz.gov. When the application is reviewed by the Licensing staff you will be contacted to make the payment via phone.

Click CONTINUE APPLICATION.


Search...

Select a License Record Type

First select the category of license you are applying for, then choose one of the listed available license application types.

To apply for a record type not listed below or for additional assistance, please contact the Licensing office at Licensing.Info@mesaazgov or (480) 644-2316

- Antique Dealer License Application
- Auction House License Application
- Auctioneer License Application
- Bingo License Application
- Fireworks License Application
- FortuneTeller License Application
- Kiosk Master Application
- Liquor License Special Event Application
- Livestock Application
- Massage Establishment License Application
- Off Track Betting License Application
- Park and Swap License Application
- PawnBroker License Application
- Peddler License Application
- Permanent Extension of Premise Application
- Scrap Metal License Application
- Second Hand License Application
- Special Event Application
- Temporary Extension of Premise Application



Step 1: Location and Contacts.

Option A: The business address is in Mesa.

1 Location and Contacts 2 Attachments 3 Review 4 Pay Fees 5 Record Issuance

Step 1 : Location and Contacts > Location * indicates a required field.

Address

Enter your business address and click on the Search to find the address in our files

* Street No.: 55 * Direction: N * Street Name: Center Street Type: ST

Unit No.: Unit Type: --Select--

Enter the physical location of the business, then click on search.

* City: Mesa * State: AZ * Zip: 85201

Search Clear

Parcel

* Parcel APN (No Dashes)

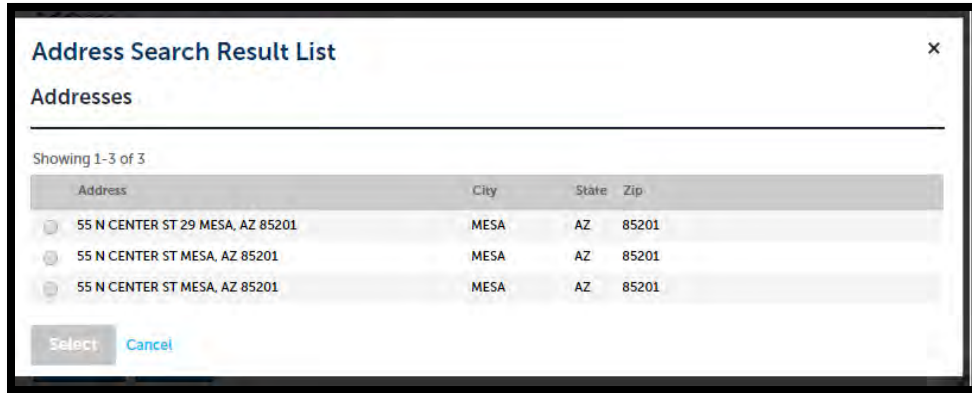
Search Clear

Owner

Search Clear

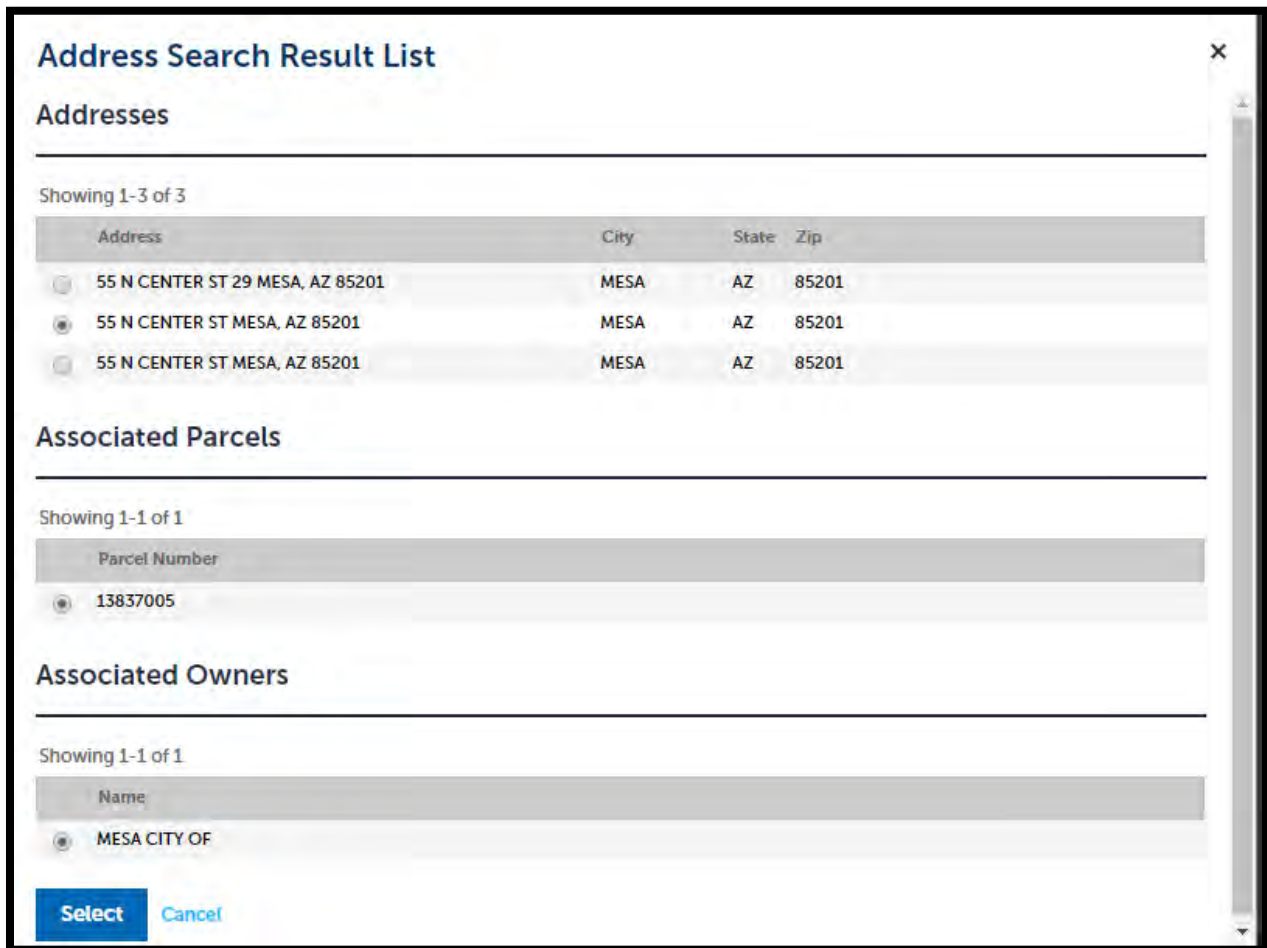
Continue Application » **Save and resume later**

An address Search Result List will appear.



Choose an address and click SELECT.

The Associated Parcel and Associated Owners will auto fill. Note: The Associated Owner(s) is the property owner.



Option B: The business address is **not** in Mesa.

Enter the business address and click CONTINUE APPLICATION

Home Search Create Schedule

Announcements Logged in as janet test Collections (0) Cart (0) Account Management Logout

Search... Q

Second Hand License Application

1 Location and Contacts 2 Attachments 3 Review 4 Pay Fees 5 Record Issuance

Step 1: Location and Contacts > Location

* indicates a required field.

Address

Enter your business address and click on the Search to find the address in our files.

*Street No.: 55 *Direction: N *Street Name: Center Street Type: ST

Unit No.: Unit Type: --Select--

*City: Chicago *State: IL *Zip: 89389

Search Clear

In this example, the business address is not in Mesa.

Parcel



Next section is Contacts. A contact is anyone associated with the business. If the business is anything other than a sole proprietor, individual or a joint venture; the business entity will be the license applicant. For example: the business entity is Andrew Jackson and Associates (a legal partnership) therefore, the LICENSE APPLICANT will be Andrew Jackson and Associates. Each partner will be entered as a LICENSE PARTNER.

There are three options to add a Contact:

Select from Account

to be used if a contact has been added previously by the registered user. This option also copies registered person's contact information from your registration.

Add New

if the contact has never been added, adding a new contact.

Look Up

if you are unsure if the contact has previously been added to our database. You will be able to search by name. If found, the contact can be selected and added into the application.

In this example we will use ADD NEW. Click the ADD NEW option.

Home Search Create Schedule

Announcements Logged in as: janet test Collections (0) Cart (0) Account Management Logout

Search

Second Hand License Application

1 Location and Contacts 2 Attachments 3 Review 4 Pay Fees 5 Record Issuance

Step 1: Location and Contacts > Contacts

* indicates a required field.

Contact List

If you are applying for this license, use 'Select from Account' option to copy your Contact information from your registration. Otherwise fill in the information for the license applicant.
Note that you can update your contact information (phone number, address) using the Account Management link at the top of the page.

Required Contact Type: License Applicant Minimum: 1

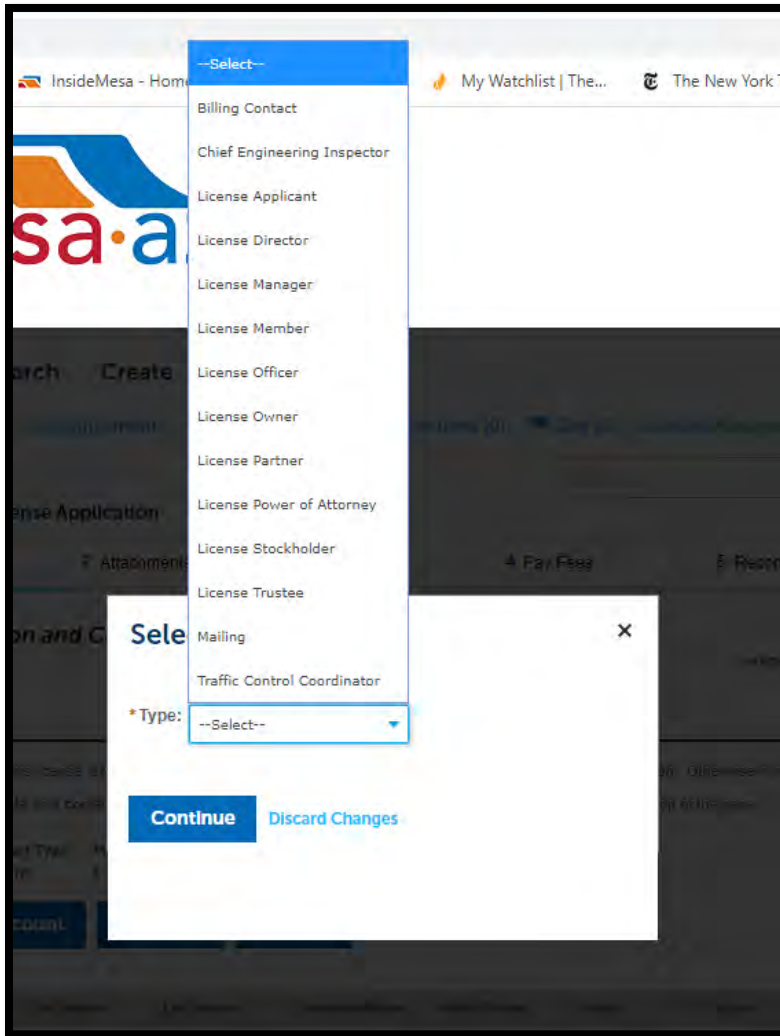
Select from Account **Add New** Look Up

Showing 0-0 of 0

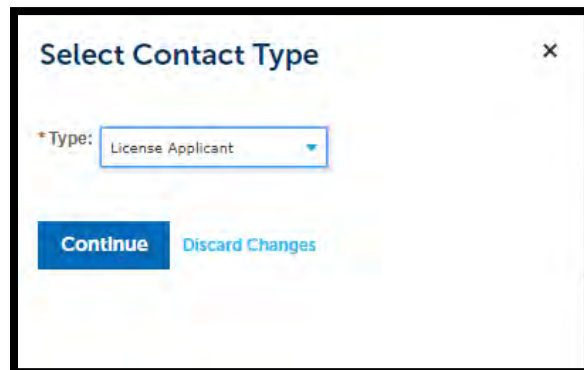
Contact Type	First Name	Last Name	Business Name	Work Phone	E-mail	Action
No records found.						

Continue Application » Save and resume later

Select a contact type from the list of options. Please only use the options that begin with LICENSING.



Select the contact type and click CONTINUE



Contact Information

Fields marked with a "*" are required fields.

Address information will be added in the "Contact Addresses" section below.

* Individual/Organization: ? * Preferred Channel:

--Select-- --Select--

Individual if the contact is a person. Organization if the contact is a legal business entity.

* First: Middle: * Last:

If individual complete this section.

Name of Business:

If organization complete this section.

* Primary Phone: ? Work Phone: Mobile Phone:

E-mail:

The required fields are based on individual or organization.


Birth Date: * Birthplace City: * Birthplace State: Birthplace Country/Region:

United States

* SSN: FEIN: * Driver's License Number: * Driver's License State:

--Select--

The following screens will walk you through entering information for the partnership of Andrew Jackson & Associates as the LICENSE APPLICANT.

A field with a red asterisk may not be required for an organization., if a field is not required a  will appear when hovering over that field. Just move on to the next field.

Contact Information

* Individual/Organization: Preferred Channel:

Organization Email

* First: Middle: * Last:

Name of Business:
Andrew Jackson & Associates

* Primary Phone: 480-644-0022 Work Phone: Mobile Phone:

E-mail:

Birth Date: * Birthplace City: * Birthplace State: --Select-- Birthplace Country/Region: --Select--

* SSN: FEIN: 758875576 * Driver's License Number: * Driver's License State: --Select--

* Gender: Female Male * Race: --Select--

The below fields do not apply to an organization.

Contact Information

Do you have 10% or more Ownership:
 Yes No

Percent of Ownership: %

Do you have any convictions?:
 Yes No

Height:

Weight:

Hair Color:

Eye Color:

US Citizen:
 Yes No

CONVICTIONS

If you have been convicted in a court of competent jurisdiction of a felony or misdemeanor (excluding civil traffic offenses) list them in the table.

The below fields do not apply to an organization.

Contact Information

Number	Charge	Date of Charge	City/State of Charge	Disposition of Charge
No records found.				

[Add a Row](#) [Edit Selected](#) [Delete Selected](#)

AKANAMES

List all previous names by which you have been known.

Showing 0-0 of 0

AKA Name Number	Full AKA Name
No records found.	

[Add a Row](#) [Edit Selected](#) [Delete Selected](#)

SUSPENDED LICENSES

Showing 0-0 of 0

Applicant Type	Have you ever had any license(s) or permit(s) relating to pari-mutual betting or teletracking activities revoked or suspended.	Date	License Type	State	Outcome
No records found.					

[Add a Row](#) [Edit Selected](#) [Delete Selected](#)

The below fields do not apply to an organization.

Contact Information

EMPLOYMENT HISTORY

Showing 0-0 of 0

Business Name	City	State	Date From	Date To
No records found.				

[Add a Row](#) [Edit Selected](#) [Delete Selected](#)

RESIDENCE HISTORY

Showing 0-0 of 0

Street Address	City	State	Zip	Date From	Date To
No records found.					

[Add a Row](#) [Edit Selected](#) [Delete Selected](#)

Click on ADD CONTACT ADDRESS

▼ **Contact Addresses**

Add Contact Address

To add a new contact address, click the Add Contact Address link. To edit a contact address, click the Edit link. To remove one of your addresses from this application, click on the Remove link.

Showing 0-0 of 0

Address Type	Address	Recipient	Action	Sta
No records found.				

[Continue](#) [Clear](#) [Discard Changes](#)

Choose BUSINESS address as the Address Type. Enter the business address and click SAVE AND CLOSE. If you would like to enter a MAILING address, choose SAVE AND ADD ANOTHER.

Contact Information

Contact Address Information

* Address Type:
Business

* Address Line 1:
55 n center

Address Line 2:

* City: mesa * State/Province: AZ * ZIP Code: 85201

Recipient:

Save and Close Save and Add Another Clear Discard Changes

Click CONTINUE

▼ Contact Addresses

Add Contact Address

To add a new contact address, click the Add Contact Address link. To edit a contact address, click the Edit link. To remove one of your addresses from this application, click on the Remove link.

✔ Contact address added successfully.

Showing 1-1 of 1

Address Type	Address	Recipient	Action	Sta
Business	55 n center		Actions ▼	Act

Continue Clear Discard Changes

The contact was added successfully. Since the application is an ORGANIZATION, the persons associated with the organization MUST be entered. Click ADD NEW.

Home Search Create Schedule

Announcements Logged in as:janet test Collections (0) Cart (0) Account Management Logout

Search

Second Hand License Application

1 Location and Contacts 2 Attachments 3 Review 4 Pay Fees 5 Record Issuance

Step 1 : Location and Contacts > Contacts

* indicates a required field.

Contact List

If you are applying for this license, use 'Select from Account' option to copy your Contact information from your registration. Otherwise fill in the information for the license applicant.
Note that you can update your contact information (phone number, address) using the Account Management link at the top of the page.

Required Contact Type Minimum
License Applicant 1

Select from Account Add New Look Up

✔ Contact updated successfully.

Showing 1-1 of 1

Contact Type	First Name	Last Name	Business Name	Work Phone	E-mail	Action
License Applicant			Andrew Jackson and Associates			Edit Delete

Continue Application » Save and resume later

Select the appropriate contact type. In this case, the proper selection is LICENSE PARTNER, since the organization is a partnership. Click CONTINUE.

Select Contact Type

*Type: License Partner

Continue Discard Changes

To ensure the speedy processing of the application by the Licensing staff, complete **ALL** fields.

Contact Information ✕

* First: Middle: * Last:

Name of Business:

* Primary Phone: ? Work Phone: Mobile Phone:

E-mail:

Birth Date: * Birthplace City: * Birthplace State: Birthplace Country/Region:

* SSN: FEIN: * Driver's License Number: * Driver's License State:

* Gender: Female Male * Race:

Do you have 10% or more Ownership: Yes No

Percent of Ownership: %

Contact Information ✕

Do you have any convictions?: Yes No

Height:

Weight:

Hair Color:

Eye Color:

US Citizen: Yes No

If the individual has had any convictions complete the following section. Click ADD A ROW.

CONVICTIONS

If you have been convicted in a court of competent jurisdiction of a felony or misdemeanor (excluding civil traffic offenses) list them in the table.

Showing 0-0 of 0

Charge Number	Nature of Charge	Date of Charge	City/State of Charge	Disposition of Charge
No records found.				

Add a Row ▼ **Edit Selected** **Delete Selected**

AKANAMES

Enter the information and click SUBMIT. The charge number will always be "1". If the contact has additional convictions the next added conviction will be "2" and so on. Please be clear when completing the "Nature of the Charge".

CONVICTIONS ✕

If you have been convicted in a court of competent jurisdiction of a felony or misdemeanor (excluding civil traffic offenses) list them in the table.

Charge Number: 1 ▼

* Nature of Charge: criminal trespass

Date of Charge: 02/09/2016 📅

City/State of Charge: Peoria, AZ

Disposition of Charge: guilty

Submit Cancel

Follow the CONVICTIONS process for AKANAMES and SUSPENDED LICENSES. Disregard the highlighted section for SUSPENDED LICENSES. This pertains to entering ANY licenses similar to the license you are currently applying for. Have you ever had a license of this type suspended or revoked?

AKANAMES
List all previous names by which you have been known.

Showing 0-0 of 0

AKA Name Number	Full AKA Name
No records found.	

[Add a Row](#) [Edit Selected](#) [Delete Selected](#)

SUSPENDED LICENSES

Showing 0-0 of 0

Applicant Type	Have you ever had any license(s) or permit(s) relating to pari-mutual betting or teletracking activities revoked or suspended.	Date	License Type	State	Outcome
No records found.					

[Add a Row](#) [Edit Selected](#) [Delete Selected](#)

Follow the CONVICTIONS process for EMPLOYMENT HISTORY and RESIDENCE HISTORY.

Note: EMPLOYMENT HISTORY is needed ONLY for Massage Establishment License Applications. The last 10 years of history is required.

RESIDENCE HISTORY: add the last 10 years.

EMPLOYMENT HISTORY

Showing 0-0 of 0

Business Name	City	State	Date From	Date To
No records found.				

[Add a Row](#) [Edit Selected](#) [Delete Selected](#)

RESIDENCE HISTORY

Showing 0-0 of 0

Street Address	City	State	Zip	Date From	Date To
No records found.					

[Add a Row](#) [Edit Selected](#) [Delete Selected](#)

Enter each address then click SUBMIT.

RESIDENCE HISTORY ✕

* Street Address:

* City:

* State:

* Zip:

* Date From:

* Date To:

Click ADD CONTACT ADDRESS.

To add a new contact address, click the Add Contact Address link. To edit a contact address, click the Edit link. To remove one of your addresses from this configuration, click on the Remove link.

Showing 0-0 of 0

Address Type	Address	Recipient	Action	Status
No records found.				

Choose MAILING address as the Address Type. Enter the **current residence address** of the contact and click SAVE AND CLOSE. If you would like to enter a MAILING address, choose SAVE AND ADD ANOTHER.

Contact Address Information

* Address Type:
Mailing

* Address Line 1:
127 N Juniper

Address Line 2:

* City: Phoenix * State/Province: AZ * ZIP Code: 85209

Recipient:

[Save and Close](#) [Save and Add Another](#) [Clear](#) [Discard Changes](#)

Click CONTINUE APPLICATION

Select from Account Add New Look Up

Showing 1-2 of 2

Contact Type	First Name	Last Name	Business Name	Work Phone	E-mail	Action
License Applicant			Andrew Jackson and Associates		info@andrewjackson.com	Edit Delete
License Applicant	Andrew	Jackson			ajackson@andrewjackson.com	Edit Delete

[Continue Application »](#) [Save and resume later](#)

Step 2: Adding attachments

What documentation is required for each license application record?

AT THIS TIME, THE PAPER APPLICATION MUST BE COMPLETED AND UPLOADED. THE DOCUMENT IS TO BE LABELED "APPLICATION". The applications are available for use by accessing our website:

<https://www.mesaaz.gov/business/licensing>

GOVERNMENT ID:

For each person that is added as a contact a government ID with a picture is required. Preferably a driver's license. For a complete list of acceptable documentation refer to the [Licensing Eligibility Form](#) located on our website.

LICENSING ELIGIBILITY FORM:

A signed [Licensing Eligibility Form](#) is required for all LICENSE APPLICANTS that are an individual, sole proprietorship or joint venture.

FINGERPRINT FORM:

A fingerprint card with fingerprints is required. **At this time**, due to AZ Secureone office closure associated with COVID-19 the Licensing office is accepting the completed fingerprint card form (without fingerprints). A local background check will be completed. Each applicant will be notified when AZ Secureone is open and will have 2 weeks to complete the fingerprint requirement. Please be aware, once the requirement is met if derogatory information is returned your issued license may be suspended or revoked.

The form is located at the end of these instructions.

To determine if the license you are applying for requires fingerprints, refer to the City of Mesa website <https://www.mesaaz.gov/business/licensing> and click on the application link.

FOR ADDITIONAL DOCUMENTATION REQUIREMENTS:

Refer to the City of Mesa website <https://www.mesaaz.gov/business/licensing> and click on the application link. Each application contains an information sheet and documentation requirements are listed.

Follow the instructions in the image to attach a document to your online application.

Your document should be scanned to your computer before uploading.

Second Hand License Application

Search

1 Location and Contacts 2 Attachments 3 Review 4 Pay Fees 5 Record Issuance

Step 2 : Attachments > Documents * indicates a required field.

Attachment

PLEASE READ
If you are attaching anything related to a Resubmittal or Corrections Needed, you *must attach those in the Attachments section of the record itself.*

In your record list:

1. Click on the record number
2. Then click Record Info > Attachments
3. Under the attachments list, there will be a blue Add button

Anything attached in the Account Management > Attachments section is NOT automatically attached to a record.

[Document Submittal Requirements](#) **Disregard this link**

The maximum file size allowed is 1000 MB.
The following file types are NOT allowed:
ade;adp;bat;chm;cmd;com;cpl;exe;hta;htm;html;ins;isp;jar;js;jse;lib;lnk;mde;mht;mhtml;msc;msp;mst;php;pif;scr;sct;shb;sys;vb;vbe;vbs;vxd;wsc;wsf;wsh

Name	Type	Description	Document Status	Action
No records found.				


Add (circled in red)

Continue Application > **Save and resume later**

Click ADD.

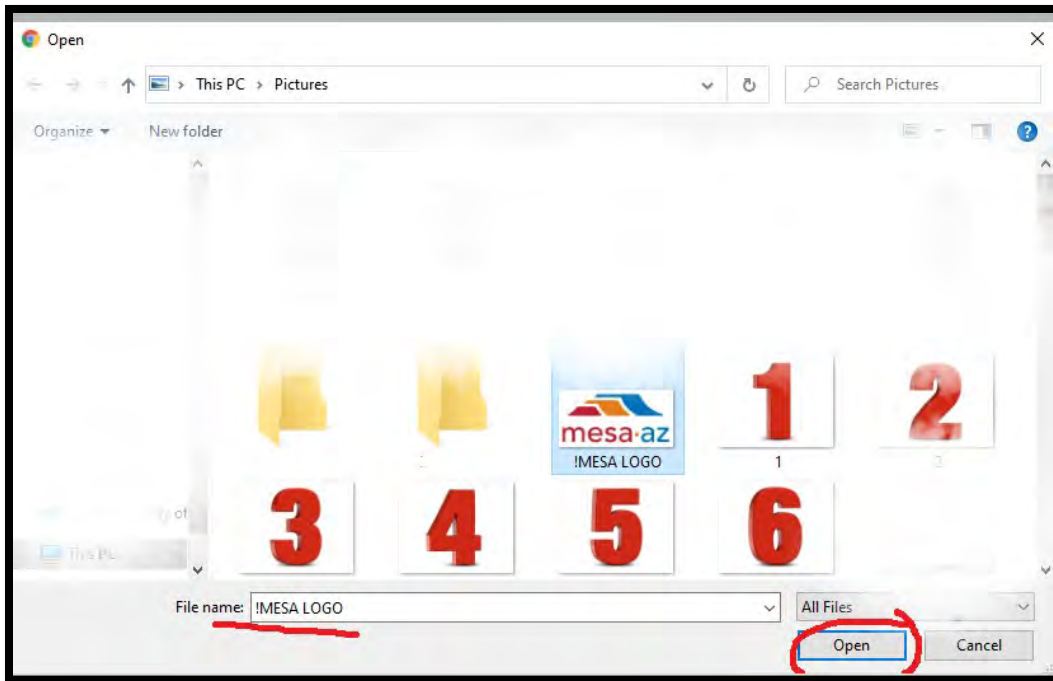
File Upload ×

The maximum file size allowed is 1000 MB.
The following file types are NOT allowed: ade; adp; bat; chm; cmd; com; cpl; exe; hta; htm; html; ins; isp; jar; js; jse; lib; lnk; mde; mht; mhtml; msc; msp; mst; php; pif; scr; sct; shb; sys; vb; vbe; vbs; vxd; wsc; wsf; wsh

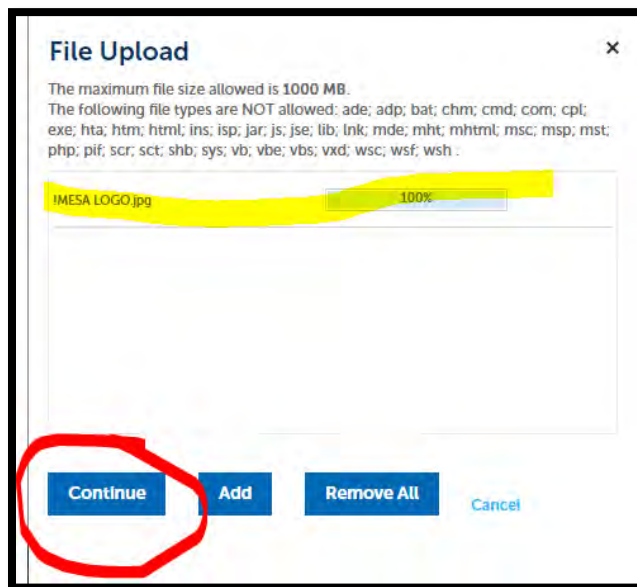


Continue **Add** **Remove All** **Cancel**

A window will appear listing files available on your computer. Choose the file to upload and click OPEN.



The file name will appear in the highlighted section in the below image. Click CONTINUE.



Step 2 : Attachments > Documents

* indicates a required field.

Attachment

PLEASE READ

If you are attaching anything related to a Resubmittal or Corrections Needed, you *must attach those in the Attachments section of the record itself.*

In your record list:

1. Click on the record number
2. Then click Record Info > Attachments
3. Under the attachments list, there will be a blue Add button.

Anything attached in the Account Management > Attachments section is NOT automatically attached to a record.

Document Submittal Requirements

The maximum file size allowed is **1000 MB**.

The following file types are NOT allowed:

ade;adp;bat;chm;cmd;com;cpl;exe;hta;htm;html;ins;isp;jar;js;jse;lib;lnk;mde;mht;mhtml;msc;msp;mst;php;pif;scr;sct;shb;sys;vb;vb

Name	Type	Description	Document Status	Action
No records found.				

* Type:

Government ID

[Remove](#)

File:

50f98c760fcc6_image.jpg

100%

* Description:

AZ Drivers License

Save

Add

Remove All

Continue Application »

Save and resume later

Repeat the process until all required documents are uploaded.

When completed, click CONTINUE APPLICATION.

Indicates a required field.

Attachment

PLEASE READ

If you are attaching anything related to a Resubmittal or Corrections Needed, you *must attach those in the Attachments section of the record itself.*

In your record list:

1. Click on the record number
2. Then click Record Info > Attachments
3. Under the attachments list, there will be a blue Add button.

Anything attached in the Account Management > Attachments section is NOT automatically attached to a record.

Document Submittal Requirements

The maximum file size allowed is **1000 MB**.
The following file types are NOT allowed:
ade;adp;bat;chm;cmd;com;cpl;exe;hta;htm;html;ins;isp;jar;js;jse;lib;lnk;mde;mht;mhtml;msc;msp;mst;php;pif;scr;sct;shb;sys;vb;vbs

Name	Type	Description	Document Status	Action
50f98c760fcc6_image.jpg	Government ID	AZ Drivers License	Uploaded	Actions ▾

[Add](#)

[Continue Application »](#)

[Save and resume later](#)

Step 3: Review

If all looks good, CONTINUE APPLICATION. If not, click EDIT and make corrections.

Step 3: Review

[Continue Application >](#)[Save and resume later](#)

Please review all information below. Click the "Edit" buttons to make changes to sections or "Continue Application" to move on. You must check the box to agree to the certification at the bottom of the page before you can continue.

Record Type

Second Hand License Application

Address

[Edit](#)

55 N CENTER ST MESA, AZ 85201

Parcel

[Edit](#)

Parcel APN (No Dashes) 13837005

Owner

[Edit](#)

Contact List

[Edit](#)

Required Contact Type: Minimum
License Applicant: 1

Showing 1-2 of 2

Contact Type	First Name	Last Name	Business Name	Work Phone	E-mail	Action
License Applicant			Andrew Jackson and Associates		info@andrewjackson.com	Edit
License Applicant	Andrew	Jackson			ajackson@andrewjackson.com	Edit

Attachment

[Edit](#)

PLEASE READ
If you are attaching anything related to a Resubmittal or Corrections Needed, you must attach those in the Attachments section of the record itself.

In your record list:

1. Click on the record number
2. Then click Record Info > Attachments
3. Under the attachments list, there will be a blue Add button

Anything attached in the Account Management > Attachments section is NOT automatically attached to a record.

[Document Submittal Requirements](#)

The maximum file size allowed is 1000 MB.
The following file types are NOT allowed:
ade;adp;bat;chm;cmd;com;cpl;exe;hta;htm;html;ins;isp;jar;js;jse;lib;lnk;mde;mht;mhtml;msc;msp;mst;php;pif;scr;sct;shb;sys;vb;vb

Name	Type	Description	Document Status	Action
50f98c760fcc6_image.jpg	Government ID	AZ Drivers License	Uploaded	Actions

[Continue Application >](#)[Save and resume later](#)

Step 4: Pay fees

Fees can be paid by credit card or E-Check. A service fee of 2.37% will be applied to credit card payments.

Click CHECK OUT.

The screenshot shows a web interface for a 'Second Hand License Application'. At the top, there are navigation links: Home, Search, Create, Schedule. Below that, there are links for Announcements, Logged in as janet test, Collections (0), Cart (0), Account Management, and Logout. A search bar is present. The main heading is 'Second Hand License Application' with a progress bar showing five steps: 1 Location and Contacts, 2 Attachments, 3 Review, 4 Pay Fees (highlighted), and 5 Record Issuance. Below the progress bar, the section is titled 'Step 4: Pay Fees'. A paragraph states: 'Listed below are the license application fees based upon the information you've entered. The following screen will display your total fees due at this time. This amount may not reflect your total amount due to the City of Mesa.' A table titled 'Application/Renewal Fees' has three columns: Fees, Qty., and Amount. The table contains two rows: 'Application Fee' with Qty. 1 and Amount \$100.00, and 'Technology Fee' with Qty. 1 and Amount \$2.00. Below the table, it says 'TOTAL FEES: \$102.00' and a note: 'Note: This does not include additional inspection fees which may be assessed later.' A blue button labeled 'Check Out >' is circled in red.

Fees	Qty.	Amount
Application Fee	1	\$100.00
Technology Fee	1	\$2.00

Click CHECK OUT.

The screenshot shows the 'Cart' page of the same web interface. At the top, there are navigation links: Home, Search, Create, Schedule. Below that, there are links for Announcements, Logged in as janet test, Collections (0), Cart (1), Account Management, and Logout. A search bar is present. The main heading is 'Cart' with a progress bar showing three steps: 1 Select item to pay (highlighted), 2 Payment information, and 3 Receipts/Record issuance. Below the progress bar, the section is titled 'Step 1: Select item to pay'. A paragraph states: 'Click on the arrow in front of a row to display additional information. Items can be saved for a future checkout by clicking on the Save for later link.' A blue button labeled 'PAY NOW' is visible. Below that, the address is '55 N CENTER ST MESA, AZ 85201'. There is a list of items: '1 Application(s) | \$102.00' and 'Second Hand License Application 20TAMP-008592'. The total due is '\$102.00'. A note states: 'Total amount to be paid at this time: \$102.00' and 'Note: This does not include additional fees which may be assessed later.' Three blue buttons are at the bottom: 'Checkout >' (circled in red), 'Edit Cart >', and 'Continue Shopping >'.

The payment type is now available: Credit Card or Bank Account (E-Check)

Choose the payment option and click SUBMIT.

The screenshot shows the mesa-az website interface. At the top is the mesa-az logo. Below it are navigation links: Home, Search, Create, and Schedule. A secondary navigation bar includes Announcements, Logged in as: janel test, Collections (0), Cart (1), Account Management, and Logout. A search bar is present on the right. A progress indicator shows three steps: 1. Select item to pay, 2. Payment information (current step), and 3. Receipt/Return issuance.

Step 2: Payment information

Select a payment method and fill in all required information.

ATTENTION: Beginning Monday, April 30th, 2018 a 2.37% service fee will be applied to all credit and debit card transactions submitted through the DIMES Portal. The fee will not apply to e-check transactions. For more information regarding the service fees please click [here](#). If you have question regarding the service fee please email servicefees@mesaaz.gov.

PAYMENT DISCLAIMER:
Please refer to the [Privacy Policy](#) and [Terms of Use/Disclaimers](#). The City of Mesa takes reasonable steps to protect your personal information from unauthorized parties. The payment and billing options are on secure servers and use Secure Sockets Layering (SSL) to encrypt your personal credit information including your credit card number, before it travels over the Internet.

CREDIT CARD DISCLAIMER: When making a payment by credit card you agree, and specifically authorize the City of Mesa to charge your credit card for the services provided. You further agree that in the event your credit card becomes invalid, you will provide a new valid credit card upon request, to be charged for the payment of any outstanding balances owed. If for any reason, the City of Mesa is unable to obtain funds associated with the credit card provided, you authorize us to charge a returned payment fee of \$25.00 per transaction.

RETURNED E-CHECK PAYMENT DISCLAIMER: When you make a payment by electronic check, you authorize us to make a one-time electronic fund transfer from your checking account. If there are insufficient funds in your checking account, or we are unable to obtain funds due to an error in the routing and/or the account number entered, you authorize us to charge a returned payment fee of \$25.00 per transaction. The City of Mesa is not responsible for any additional bank fees that may accrue due to the returned item.

To minimize the chances of being charged the return payment fee please do the following:

- Ensure your bank account has sufficient funds.
- Take care in entering your routing and account numbers to make sure they are correct.
- If using the same account to make multiple payments on multiple items, please wait 2-3 minutes between transactions. This will minimize the chances of the payment being rejected as fraudulent.

If payment is returned for any reason, no further action will be taken on your application until the issue is resolved.

By proceeding you understand and agree to the terms set forth in this agreement. * indicates a required field.

Payment Options

Amount to be charged: \$102.00

Pay with Credit Card

Pay with Bank Account

Submit Payment »

A large red arrow points from the right towards the 'Submit Payment' button.

Click AGREE TO THE SERVICE FEE.

Payment Information

Transaction ID 928016	Payment \$102.00
Full Name janet test	Service Fee \$2.42
Email janet.evelan@mesaaz.gov	Total \$104.42

We accept Debit or Credit Cards through Visa, MasterCard, and Discover, for a service fee of 2.37% per transaction. The credit card service fee is non-refundable.

Complete all fields and click SUBMIT PAYMENT


Payment Information

Transaction ID 928016	Payment \$102.00
Full Name janet test	Service Fee \$2.42
Email janet.evelan@mesaaz.gov	Total \$104.42

We accept Debit or Credit Cards through Visa, MasterCard, and Discover, for a service fee of 2.37% per transaction. The credit card service fee is non-refundable. **Agreed!**

Account Information

Card Number: Card Type: VISA

CVV Number:  Your CVV

Expire Month: Expire Year:

Account Holder Information

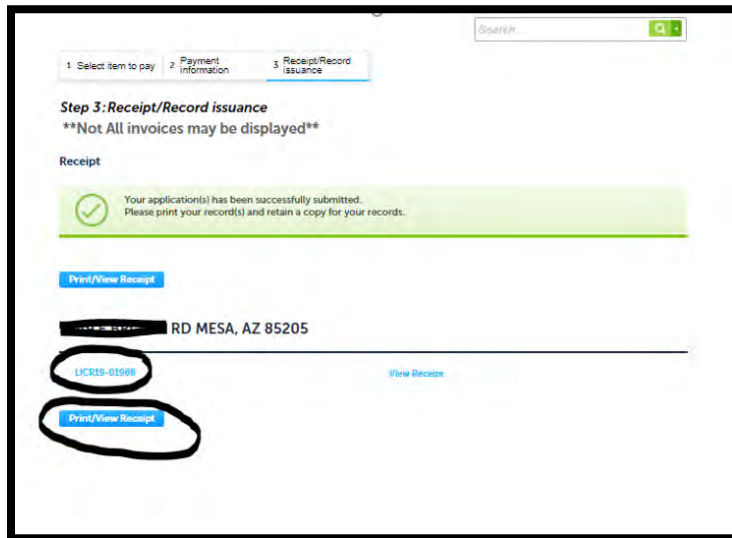
First Name: Last Name:

Street Address: City:


State: Zip Code:

Phone: Email:

A payment confirmation screen will display. It is here the receipt can be accessed and printed for your records by clicking on PRINT/REVIEW RECEIPT. An application number beginning with "LICA" will be assigned.



Receipt Example:



City of Mesa Licensing
Office
P.O. Box 1466
55 North Center Street
Mesa, Arizona 85211-1466
480-644-2316

Receipt Number: **82570**
Receipt Date: **10/28/2019**
Submission Date: **10/28/2019**

RECEIPT

RECORD INFORMATION

Record ID: LICR19-01988
 Record Type: Liquor License Renewal
 Application Name: [REDACTED]
 Property Address: [REDACTED] MESA, AZ 85205
 14147976
 Description of Work:
 Applicant:
 Contractor: License No:

PAYMENT DETAIL

Date	Method	Reference	Cashier	Comments	Amount
10/28/2019	Check		PUBLICUSER137 111	Payment by business eCheck was successful! ACA TransactionID = 774831. Transaction Code = 281019ID4-15F34D39-0D0D-4 2E1-B5B4-73292AA57E55.	\$502.00

Paid by: jelevan

FEE DETAIL

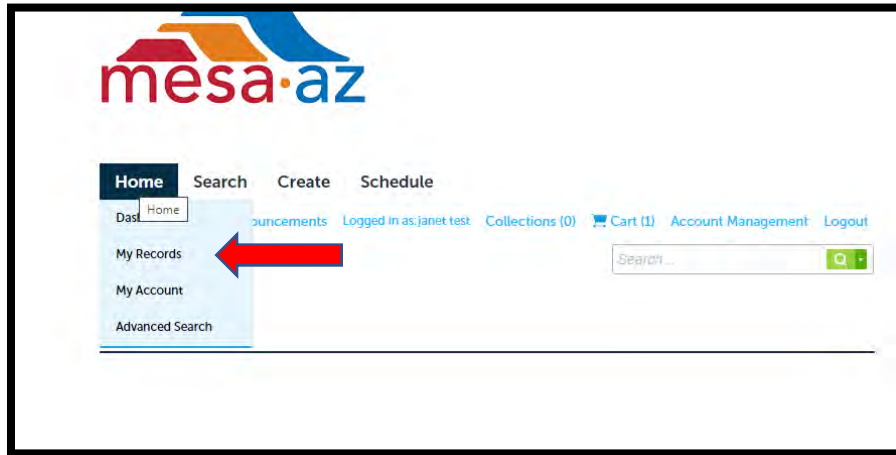
Fee Description	Accounting Nbr	Cashier Pay.	Invoice #	Fees Amount	Current Paid
Annual Fee Series 1-4,8 and 13	ACC	0580	996630	\$500.00	\$500.00
Technology Fee	ACC	0375	996630	\$2.00	\$2.00
				\$502.00	\$502.00


Balance Due: \$0

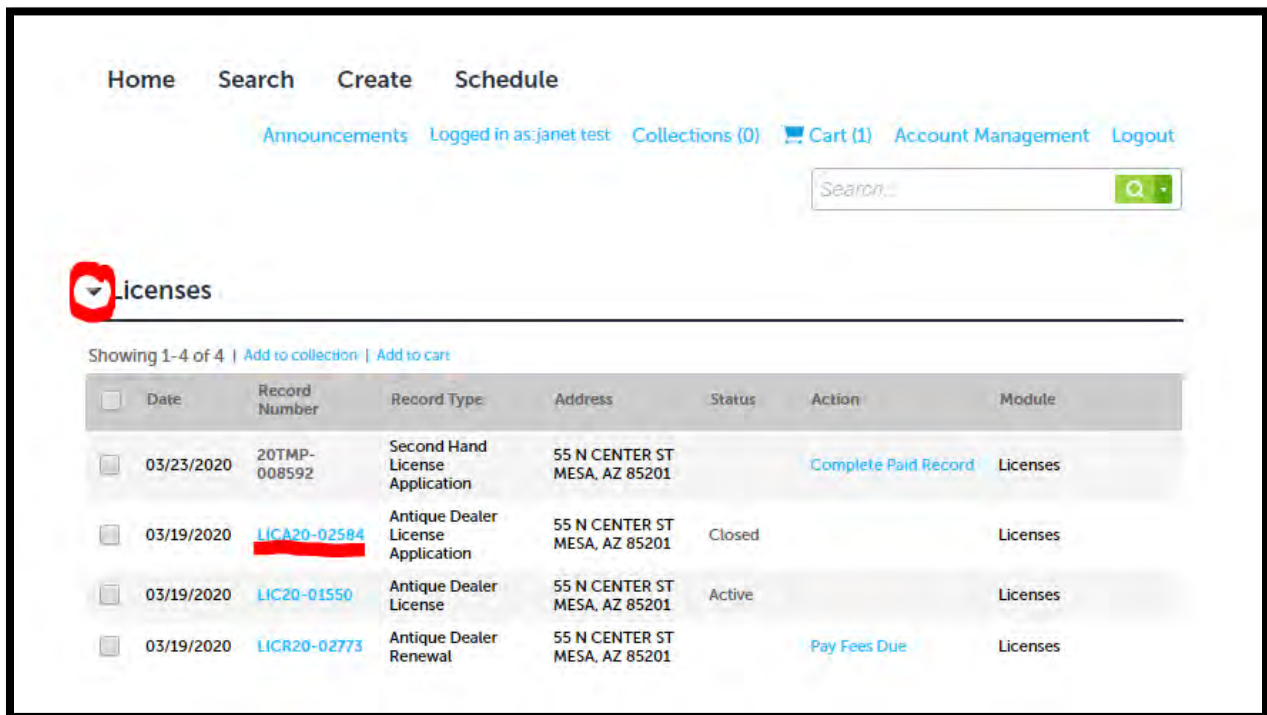
The license application has been submitted and is ready for review by the Licensing Office staff. If additional information is needed you will be contacted via email.

To track the approval process of your application:

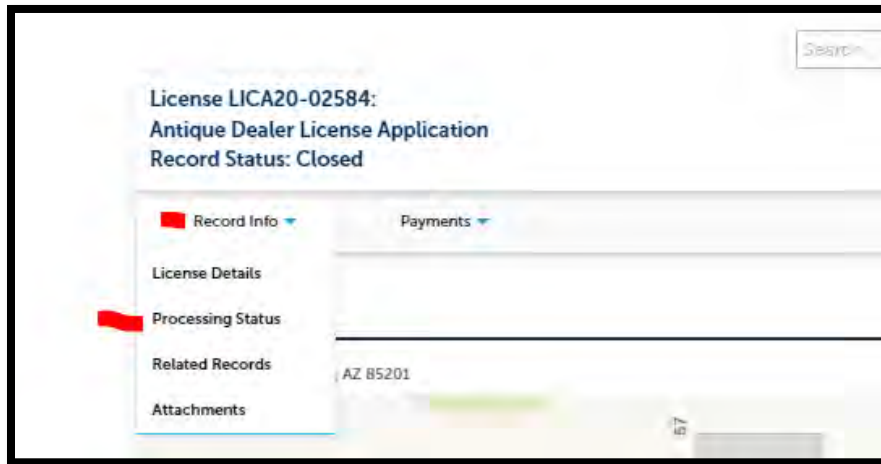
Access the dashboard and click on HOME > MY RECORDS



Click the icon  next to LICENSES. The available records will appear. The below example is an antique dealer license application. Click on the application number.

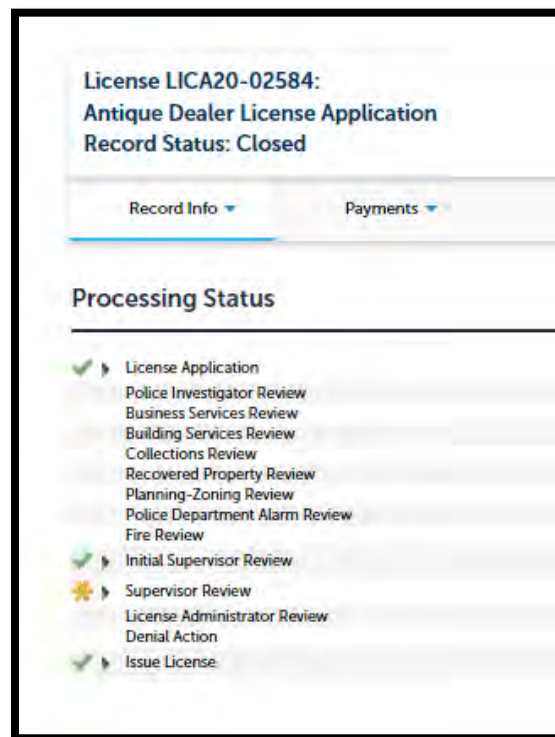


Click on RECORD INFORMATION then PROCESSING STATUS



At any time, an applicant can see the review process and if any additional information is needed to continue. NOTE: If additional information is needed mail/email contact will be made by the Licensing staff.

In this example, all departments have reviewed and approved their portion and the license has been issued. A green checkmark indicates completed. The application has been closed and a license issued. The license number will begin with "LIC".



Issued License:

▼ Licenses

Showing 1-4 of 4 | [Add to collection](#) | [Add to cart](#)

<input type="checkbox"/>	Date	Record Number	Record Type	Address	Status	Action	Module
<input type="checkbox"/>	03/23/2020	20TMP-008592	Second Hand License Application	55 N CENTER ST MESA, AZ 85201		Complete Paid Record	Licenses
<input type="checkbox"/>	03/19/2020	LICA20-02584	Antique Dealer License Application	55 N CENTER ST MESA, AZ 85201	Closed		Licenses
<input type="checkbox"/>	03/19/2020	LIC20-01550	Antique Dealer License	55 N CENTER ST MESA, AZ 85201	Active		Licenses
<input type="checkbox"/>	03/19/2020	LICR20-02773	Antique Dealer Renewal	55 N CENTER ST MESA, AZ 85201		Pay Fees Due	Licenses

APPLICANT

LEAVE BLANK

TYPE OR PRINT ALL INFORMATION IN BLACK

LAST NAME NAM

FIRST NAME

MIDDLE NAME

FBI

LEAVE BLANK

SIGNATURE OF PERSON FINGERPRINTED

ALIASES AKA

O
R
I

**AZDPS2000
DPS-AFIS OPERTNS
PHOENIX, AZ**

DATE OF BIRTH DOB
Month Day Year

RESIDENCE OF PERSON FINGERPRINTED

CITIZENSHIP CTZ

SEX

RACE

HGT

WGT

EYES

HAIR

PLACE OF BIRTH POB

DATE

SIGNATURE OF OFFICIAL TAKING FINGERPRINTS

YOUR NO OCA

LEAVE BLANK

EMPLOYER AND ADDRESS

FBI NO FBI

CLASS _____

ARMED FORCES NO MNU

RE# _____

REASON FINGERPRINTED

SOCIAL SECURITY NO SOC

MISCELLANEOUS NO MNU

1 R THUMB

2 R INDEX

3 R MIDDLE

4 R RING

5 R LITTLE

6 L THUMB

7 L INDEX

8 L MIDDLE

9 L RING

10 L LITTLE

LEFT FOUR FINGERS TAKEN SIMULTANEOUSLY

L THUMB

R THUMB

RIGHT FOUR FINGERS TAKEN SIMULTANEOUSLY