

The following are step-by-step instructions to guide you through the online Mesa Business (General) License Renewal process using the Accela Citizen Access (ACA) portal.

Access the DIMES-Accela Citizen Access (ACA) portal using the link below. ****For best results, use either Google Chrome or Microsoft Edge browsers.**

<https://aca-prod.accela.com/MESA/Default.aspx>



Logging In

- Login to your ACA account

Notice:
This feature requires registration and/or login, please login to continue.

Please Login
Many online services offered by the Agency require login for security reasons. If you are an existing user, please enter your user name and password in the box on the right.

New Users
If you are a new user you may [register](#) for a free Citizen Access account. It only takes a few simple steps and you'll have the added benefits of seeing a complete history of applications, access to invoices and receipts, checking on the status of pending activities, and more.

[Register Now »](#)

Login

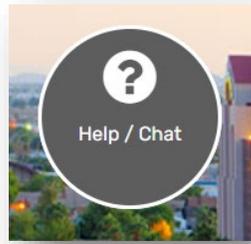
User Name or E-mail:

Password:

[Login »](#)

Remember me on this computer
[I've forgotten my password](#)
[New Users: Register for an Account](#)

**** Note:** If you don't already have an account, you will first need to register for one before applying. Instructions on completing the registration can be found by following this [link](#) or clicking the *Help/Chat* icon on the Home screen.



How To Guides for Using the DIMES system

We are in the process of redesigning and updating our DIMES Help page to make the citizen access portal and the online permitting system. Please be patient with u

How to guides provided are in PDF format

General System Help

Planning

Building Permits

Alarm Permits

Engineering

Fire Safety Operational Permit

Licensing

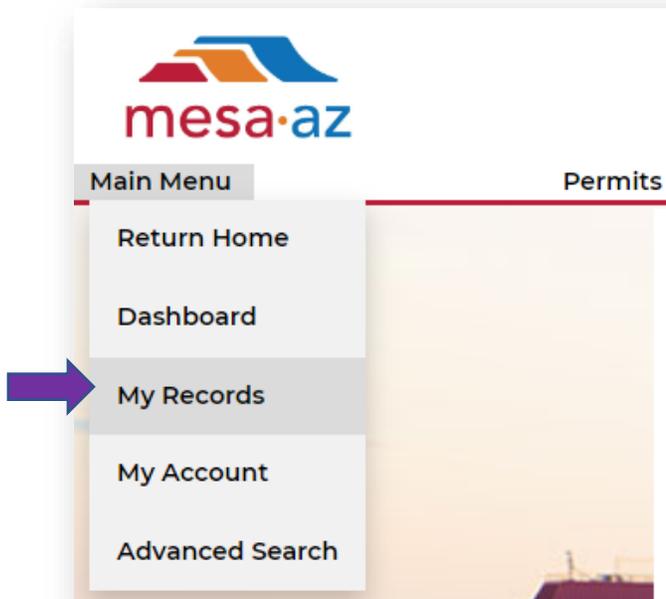
[How to Register a New Account](#)

Mesa Business License

- [How to Apply for a Mesa Business License](#)

Starting your Renewal

- Once logged in, hover over **Main Menu** and select "My Records"



- Click the left-hand arrow next to the **Licenses** heading to view all account associated licenses



- Find the License you want to renew and click **Renew License** hyperlink

01/19/2022	LIC22-02308	Business License	[REDACTED]	Active	
01/15/2022	LIC22-02269	Business License	[REDACTED]	Active	Renew License

Step 1: Required Items

- Review and gather the items needed to complete the renewal process. Check the box to acknowledge the requirements and click **Continue Application**

Step 1: Business License > Required Items

-You will need to have the following items for the successful completion of this renewal application.

\$25.00 Annual Renewal Fee

- Non-refundable; 2.37% service charge on all credit/debit card transactions

Current business information

- Business contact information (mailing address, phone number, email address, etc.)
- Names and contact information for any company officers, members, or designated agents that have been added or removed
- Changes in the types or services offered and/or items sold

Note: This license is non-transferable from person to person and location to location. Any changes to the ownership or physical location of the business will require the existing license to be closed and a new application for license to be applied for.

* Indicates a required item

REQUIRED DOCUMENTS

* Check box to acknowledge requirements:



[Continue Application »](#)

[Save and resume later](#)

Step 2: Business Location Address

- The address displayed on this screen is the physical location licensed for your business. If your business location has changed, please contact the Mesa Licensing office to close the existing license and submit an application for license at the new address.

Step 3: Contact Information

- All owners and authorized parties on file with the City for your business is listed here. Review for accuracy. Removal/addition of officers, members, or agents can be made in Step 4. Click **Continue Application**

Step 3: Contacts > Information

Contact List

Please review the below information. There will be an opportunity to indicate any changes to the contact information later in this process.

✓ Required Contact Type: Business Licensee Minimum: 1

Showing 1-2 of 2

Contact Type	First Name	Last Name	Business Name	Work Phone	E-mail	Action
Business Licensee	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Edit
Business License Agent	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Edit

 [Continue Application »](#)

** Note: Changes to contact information (email, phone, etc.) must be made through Account Management.



Step 4: Ownership Change Information

- Indicate any additions or removals of officers, members, or designated agents that occurred during the current year's license term on this page. If a new officer/member has been added, you must provide their contact information and upload a copy of the legal documentation (i.e., amended articles of organization/incorporation) to support the change.

A screenshot of a web form titled 'Step 4: Ownership Change > Information'. The form contains the following text: 'This is where you will provide notification of any changes that have occurred with the existing license must be closed and a new application for license be submitted'. Below this is a section titled 'Enter Information' and another titled 'OWNERSHIP CHANGES'. A question is asked: '* Has there been any change to the officers or individuals that make up the ownership of this business?'. There are two radio buttons: 'Yes' and 'No', with 'No' selected. At the bottom of the form, there is a blue button labeled 'Continue Application »', which is circled in red.

- Once all required fields are completed, click **Continue Application**

Step 5: Business Operation/Information/Owner

- Review all information on the next **three** screens for accuracy and make any necessary changes. If information in a locked field needs to be updated, please "Save and resume later" and then contact the Licensing office for further assistance.

Step 6: Attachments

- If you indicated changes to the officer or member composition of your business, then this is where you will upload any supporting legal documents. Follow this [link](#) for Instructions on how to upload a document.

Step 6: Attachments > Information

Attachment

Please Read

Upload the following documentation if an officer, member, or controlling person was

- Legal documentation supporting change (i.e., articles of amendment)

How to Upload Business License Attachments

The maximum file size allowed is 1000 MB.

The following file types are NOT allowed: ade;adp;bat;chm;cmd;com;cpt;exe;hta;htm;html;ins;isp;jar;js;jse;tib;lnk;mde;mht;mhtml;msc

Name	Type	Description	Document Status
No records found.			

Add

Continue Application »



- If no officer or member changes occurred during the current year's license term, then no further action is required on this page. Click **Continue Application**

Step 7: Review

This screen is a summary of all information you entered during the application process. Please take a moment to review for accuracy.

- Click on the **Edit** button next to any section that needs to be updated or corrected.
- Once you're satisfied that all information entered is correct, scroll to the bottom of the screen, read the certification statement, check the acknowledgement box, then click **Continue Application**

I certify that the statements made in this application are true, complete, and correct to the best of my knowledge. Any false misleading or incomplete information constitutes grounds for denial of this license. I understand that issuance of a business license shall in no way be construed as permission to operate a business in violation of any other law or regulation to which such activity may be subject. Also, this license does not preclude the authority of other city agencies. I should call the Mesa Planning Division at 480-644-2385 if I have questions concerning land use or zoning before engaging in business. I also certify that I am familiar with the Code provisions governing the business license that I am applying for.

By checking this box, I agree to the above certification.

Date:



Step 8: Pay Fees

- Click **Check Out**

Step 8: Pay Fees

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.

Application/Renewal Fees

Fees	Qty.	Amount
Annual Renewal Fee	1	\$25.00

TOTAL FEES: \$25.00

[Check Out »](#)

- Verify fees, and click **Check Out** once more

Cart

1 Select item to pay 2 Payment information 3 Receipt/Record issuance

Step 1: Select item to pay

Click on the arrow in front of a row to display additional information. Items can be saved for a future checkout by later link.

PAY NOW

1 Application(s) | \$25.00

▶ Business License LIC22-02269 Total due: \$25.00

Total amount to be paid at this time: \$25.00
Note: This does not include additional fees which may be assessed later.

[Checkout »](#) [Edit Cart »](#) [Continue Shopping »](#)

- After reading the information on the resulting screen, select the payment method and click **Submit Payment**

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 servicefee@mesaz.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: \$10.00

- Pay with Credit Card
 Pay with Bank Account

Submit Payment »



➤ Enter payment information in all required fields and then click **Submit Payment**

Account Information

Routing Number

Account Number

Confirm Account Number

Check Number (optional)

YOUR NAME
1234 Main Street
Anytown, OH 00000 DATE 1/23

PAY TO THE ORDER OF \$ _____ DOLLARS

0544078826 | 0000441115789 | 0443

ROUTING NUMBER ACCOUNT NUMBER CHECK NUMBER

Account Holder Information

Business Name

First Name Last Name

Street Address City

State Zip Code

Phone Email

- If the payment was processed successfully, your screen will match the one below.
- You can generate a receipt to save or print for your records by clicking the **Print/View Receipt** button.

Step 3: Receipt/Record issuance

****Not All invoices may be displayed****

Receipt



Your application(s) has been successfully submitted.
Please print your record(s) and retain a copy for your records!!

[Print/View Receipt](#)

Example Receipt



**City of Mesa Licensing
Office**
P.O. Box 1466
55 North Center Street
Mesa, Arizona 85211-1466
480-644-2310

Receipt Number: **111568**
Receipt Date: **12/20/2021**
Submission Date: 12/20/2021

RECEIPT

RECORD INFORMATION

Record ID: LICA21-03099
Record Type: Business License Application
Application Name:
Property Address: , MESA, AZ 85201
13837005
Description of Work:
Applicant:
Contractor: License No:

PAYMENT DETAIL

Date	Method	Reference	Cashier	Comments	Amount
12/20/2021	Check		PUBLICUSER301 724	Payment by business eCheck was successful! ACA TransactionID = 996426. Transaction Code = 201221ED4-BA2F78AC-52D8-488D-966B-C4212CFD8680.	\$10.00

Paid by:

FEE DETAIL

Fee Description	Accountline Nbr	Cashier Pay	Invoice #	Fee Amount	Current Paid
Application Fee	ACC	0570	1033841	\$10.00	\$10.00
				\$10.00	\$10.00

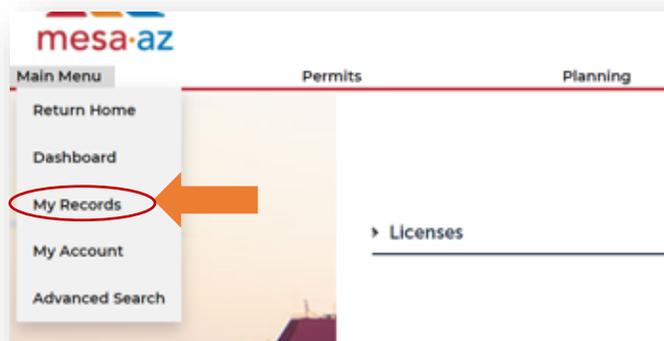
Balance Due: \$0

- Once your payment is completed and no changes to the officers/members were indicated, then you should receive your new license via email within 5 minutes.
- If there **were** changes made, then your renewal will be forwarded to the Mesa Licensing staff for further review and to make the requested changes.
- If additional information is needed to complete the renewal process, you will be contacted by the Licensing staff via email. Make sure to keep a close eye on your inbox and junk mail.

Tracking the Status of your Application

Follow these steps to track the process of your application.

- Access the dashboard and hover your mouse over **MAIN MENU**, then click **My Records**



- Click on the arrow next to the heading **Licenses** to expand the view of the licenses associated with your profile



- Find the application that you'd like further information on and click on the **blue Record Number** hyperlink.

▼ Licenses

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

<input type="checkbox"/>	Date	Record Number	Record Type	Address	Status	Action	Module
<input type="checkbox"/>	12/20/2021	LICA21-03099	Business License Application	55 N CENTER ST MESA, AZ 85201	Pending		Licenses

- Hover your mouse over **Record Info** then click on the **Processing Status** option in the drop-down menu

License LICA21-03099:
Business License Application
Record Status: Pending

[Record Info](#) ▼ [Payments](#) ▼ [Conditions](#) **1**

License LICA21-03099:
Business License Application
Record Status: Pending

[Record Info](#) ▼ [Payments](#) ▼ [Conditions](#) **1**

 A notice was added to this record on 12/20/2021.
Condition: TPT License Required Severity: Notice
Total Conditions: 1 (Notice: 1)

Processing Status

 ▶ License Application

- Collections Review
- Initial Supervisor Review
- Supervisor Review
- License Administrator Review
- Denial Action
- Issue License

- You will be able to track the status of your application here at any time.

NOTE: If additional information is needed the Licensing staff will also send you an email directly.