

# The following are step-by-step instructions to guide you through the online Mesa Short Term Rental License application process using the DIMES portal.

## Before Getting Started...

### You will need

- ✓ Computer or smart phone with Google Chrome or Microsoft Edge and scanning ability

## Accessing the Online Application

- 1) Go to: <https://aca-prod.accela.com/MESA/Default.aspx>
- 2) Click “Apply for License” icon



- 3) [Register](#) or Login

A screenshot of the Mesa AZ website's user interface. At the top left is the "mesa·az" logo. To the right are "Register" and "Login" buttons. Below the logo is a navigation menu with items: "Main Menu", "Permits", "Planning", "Code Compliance", "Licenses", "Transportation", and "Engineering". Further right are links for "Accessibility Support", "Register for an Account", "Reports (1)", and "Login". A search bar is located below the navigation. A blue notice banner reads: "Notice: This feature requires registration and/or login, please login to continue." Below the notice, there are sections for "Please Login" and "New Users". The "Please Login" section includes a red arrow pointing to a "Login" form box on the right. The "New Users" section has a "Register Now >" button. The "Login" form box contains fields for "User Name or E-mail:" and "Password:", a "Login >" button, and a checkbox for "Remember me on this computer". At the bottom of the login box are links for "I've forgotten my password" and "New Users: Register for an Account".

- 4) Check the box accepting the general disclaimer terms, then click **Continue Application**

## Online Licensing Application Submittal

Welcome to the City of Mesa's Online Licensing System. Using this system you can submit information day.

### General Disclaimer

While the City of Mesa attempts to keep its Web information accurate and timely, the City neither warrants nor makes representations as to the functionality or condition of this Website, its suitability for use, freedom from interruptions or from computer virus, or non-infringement of proprietary

I have read and accepted the above terms.

[Continue Application »](#)

- 5) Click the arrow next to *License - Short Term Rental*, then select the appropriate radio button from the drop-down menu. Once you've made your selection, click **Continue Application**

**Note:** If you only have one rental unit within the City of Mesa, you will select the "Single Rental Unit Application" option. If you have more than one short term rental property within the City of Mesa, you will select the "Multiple Rental Units Application".

▶ Mesa Business License (General)

▼ License - Short-term Rental

- Multiple Rental Units Application  
 Single Rental Unit Application

▶ License - Specialty

▶ License - Liquor

▶ License - Special Event

[Continue Application »](#)

## Step 1: Required Documents > Acknowledgment

6) Read all Requirements, **check the box to acknowledge**, then click **Continue Application**

Single Rental Unit Application

Search...

1 Required Documents	2 Location	3 Rental Unit	4 Emergency	5 Acknowledgments	6	7	8
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**Step 1: Required Documents > Acknowledgment**

**\*\*You will need to have the following items for the successful completion of this application.**

**\$250.00 License Fee**

- A separate license fee will be charged for each short-term residential rental unit
- All fees paid are non-refundable, 2.37% added service charge on credit/debit card transactions

**Short-term Residential Rental Unit Information**

- Physical address of the rental unit(s) located in Mesa
- Name, physical address, phone number, and email address of the rental unit owner

**Emergency Contact Information**

- Name, phone number, and email address of the individual(s) designated by the property owner to be the emergency point of contact for the rental unit(s)
- Note: The emergency contact must be available to respond in person to short-term rental related emergencies where public safety is dispatched within one (1) hour. All other short-term rental related emergencies require a response in person or by telephone within twenty-four (24) hours.

**Arizona Transaction Privilege Sales Tax (TPT) License**

- All Mesa rental property locations must be listed on license
- If your business does not have an existing TPT license, [apply online](#) through the Arizona Department of Revenue

**Please Note: If the rental unit is located in a community managed by a homeowner's association (HOA), make sure to verify with the HOA that short-term rentals are permitted BEFORE applying. All fees paid are non-refundable.**

\* indicates a required field.

**Acknowledge**

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**REQUIRED DOCUMENTS**

\* Acknowledge Document Requirements:

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

## Step 2: Location > Address

**\*\*Note: This step will slightly vary in the "Multiple Rental Units Application". Rather than searching for the rental address, you'll be asked to provide a listing of all Mesa rental properties you wish to license.**

7) Complete a search for the physical address of the rental unit, then advance by clicking **Continue Application**.

Single Rental Unit Application

Search...

1 Required Documents	2 Location	3 Rental Unit	4 Emergency	5 Acknowledgments	6	7	8
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**Step 2: Location > Address**

\* indicates a required field.

**Address**

Enter the physical address of the short-term rental unit and then click Search to find the address in our files. For best results, only enter the Street No. and Street Name when searching.

\*Street No.: 55    \*Direction: N    \*Street Name: CENTER    Street Type: ST

Unit No.:    Unit Type: --Select--

\*City: MESA    \*State: AZ    \*Zip: 85201

Search    Clear

Save and resume later

Continue Application >

### Step 3: Rental Unit > Rental Unit Information

- 8) Use this section to provide current contact information for the owner of the rental unit(s). Answer all required questions as denoted by the red asterisk (\*)

**Note:** A copy of a valid Arizona TPT License that reflects the location of all Mesa rental unit(s) will be required prior to the issuance of the Short-term rental license.

Advance by clicking **Continue Application**.

Single Rental Unit Application

Search...

1 Required Documents	2 Location	3 Rental Unit	4 Emergency	5 Acknowledgments	6	7	8
----------------------	------------	---------------	-------------	-------------------	---	---	---

**Step 3: Rental Unit > Rental Unit Information**

\* indicates a required field.

**Enter Information**

**RENTAL UNIT INFORMATION**

\*Rental Unit(s) Owner Name: Lisa D

\*Rental Unit(s) Owner Physical Address: 1234 e. 88th st

\*Rental Unit(s) Owner Phone Number: 602-000-0000

\*Rental Unit(s) Owner Email: Lisa.Digonno@mesaaz.gov

State TPT License Number: 123456

Save and resume later

Continue Application >

## Step 4: Emergency Contact Information

- 9) Use this section to provide the contact information for the designated emergency contact for the rental unit(s). Answer all required questions as denoted by the red asterisk (\*) and click **Continue Application**.

Single Rental Unit Application

1	2 Location	3 Rental Unit	4 Emergency	5 Acknowledgments	6 Review	7	8
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**Step 4: Emergency > Point of Contact**

The designated emergency point of contact must be able to respond in person, if requested to do so, within one (1) hour, no matter the time of day, to all short-term rental related complaints, incidences, and emergencies, for which public safety personnel are dispatched; and within twenty-four (24) hours in all other instances by phone or email. MCC 5-15-5 (A).

\* Indicates a required field.

Enter Information

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**EMERGENCY CONTACT INFORMATION**

\*Emergency Point of Contact Name:

\*Emergency Point of Contact Physical Address:

\*Emergency Point of Contact Phone Number:

\*Emergency Point of Contact Email:



## Step 5: Acknowledgments (1 - 4)

- 10) Carefully read through each Acknowledgement statement, check the box at the bottom of the screen, and then click **Continue Application**.

Single Rental Unit Application

1	2	3 Rental Unit	4 Emergency	5 Acknowledgments	6 Review	7 Pay Fees	8
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**Step 5: Acknowledgments > 1st Acknowledgment**

Owners and owners' designees must at all times comply with federal, state, and local laws, rules, and regulations applicable to the operation of the short-term rental and that are related to public health, safety, sanitation, solid waste, hazardous waste, tax privilege licensing (including advertising requirements), property tax registration, traffic control, pollution control, noise, property maintenance, and nuisance abatement. MCC 5-15-5(E); [ARS 99-500.39](#).

\* Indicates a required field.

Acknowledge

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**ACKNOWLEDGEMENTS 1 of 4**

\* I acknowledge and agree to the above:  



## Acknowledgments (2 of 4)

**Step 5: Acknowledgments > 2nd Acknowledgment**

Prior to offering for rent or renting a short-term rental within the City of Mesa, the owner or owner's designee must provide notice in writing that the property will be used a short-term rental to the owners or residents of all neighboring single- and multi-residence units as described by MCC 5-15-4(A). **Upon request**, an attestation of compliance must be submitted to the City of Mesa Licensing office within ten (10) calendar days. MCC 5-15-4(C).

\* Indicates a required field.

Acknowledge

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ACKNOWLEDGEMENTS 2 of 4

\* I acknowledge and agree to the above: 

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

## Acknowledgments (3 of 4)

Single Rental Unit Application  

1	2	3 Rental Unit	4 Emergency	5 Acknowledgments	6 Review	7 Pay Fees	8
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**Step 5: Acknowledgments > 3rd Acknowledgment**

If the emergency point of contact information provided in the neighbor notifications changes, the owner or owner's designee must provide additional notification with the updated emergency contact information within ten (10) calendar days of the change. MCC 5-15-4 (D)

\* Indicates a required field.

Acknowledge

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ACKNOWLEDGEMENTS 3 of 4

\* I acknowledge and agree to the above: 

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

## Acknowledgments (4 of 4)

Single Rental Unit Application  

1	2	3 Rental Unit	4 Emergency	5 Acknowledgments	6 Review	7 Pay Fees	8
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**Step 5: Acknowledgments > 4th Acknowledgment**

The owner or owner's designee must maintain liability insurance covering bodily injury and property damage for each short-term rental unit in an amount determined appropriate by an insurance company, but no less than five hundred thousand dollars (\$500,000) in the aggregate. **Upon request**, the owner or owner's designee must provide commercially reasonable proof of insurance coverage to the City of Mesa Licensing office within ten (10) calendar days. MCC 5-15-5(D)

\* Indicates a required field.

Acknowledge

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ACKNOWLEDGEMENTS 4 of 4

\* I acknowledge and agree to the above: 

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

## Step 6: Review

- 11) Review the information entered in the application. If you need to edit the information, click “Edit” next to the section that you want to correct. Once you’ve verified the information is correct, check the box at the bottom of the screen agreeing to the certification, then click **Continue Application**.

**Step 6: Review**

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

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**

Single Rental Unit Application

**Acknowledge**

**REQUIRED DOCUMENTS**

Acknowledge Document Requirements: Yes [Edit](#)

**Address** [Edit](#)

55 N CENTER ST MESA, AZ 85201

**Enter Information**

**RENTAL UNIT INFORMATION** [Edit](#)

Rental Unit(s) Owner Name: Lisa D  
Rental Unit(s) Owner Physical Address: 1234 e. 88th st  
Rental Unit(s) Owner Phone Number: 602-000-0000  
Rental Unit(s) Owner Email: Lisa.Digonno@mesaaz.gov  
State TPT License Number: 123456

**Enter Information**

**EMERGENCY CONTACT INFORMATION** [Edit](#)

Emergency Point of Contact Name: BOB  
Emergency Point of Contact Physical Address: 1234 N 88TH PL  
Emergency Point of Contact Phone Number: 602-000-0001  
Emergency Point of Contact Email: BOB@GMAIL.COM

**Acknowledge**

**ACKNOWLEDGEMENTS 1 of 4** [Edit](#)

I acknowledge and agree to the above: Yes

**Acknowledge**

**ACKNOWLEDGEMENTS 2 of 4** [Edit](#)

I acknowledge and agree to the above: Yes

**Acknowledge**

**ACKNOWLEDGEMENTS 3 of 4** [Edit](#)

**Acknowledge**

**ACKNOWLEDGEMENTS 3 of 4** [Edit](#)

I acknowledge and agree to the above: Yes

**Acknowledge**

**ACKNOWLEDGEMENTS 4 of 4** [Edit](#)

I acknowledge and agree to the above: Yes

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 short-term rental 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. This license does not preclude the authority of other city agencies. I should contact the Mesa Planning Division at 480-644-2385, if I have questions concerning land use or zoning before engaging in the rental of my short-term rental unit(s). I also certify that I am familiar with the Code provisions governing the license that I am applying for.

By checking this box, I agree to the above certification. Date: 01/03/2023

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

## Step 7: Pay Fees

12) Verify fees are correct, then click **Check Out**

Single Rental Unit Application Search... 

1 2 3 4 Emergency 5 Acknowledgme... 6 Review 7 Pay Fees 8 Record Issuance

**Step 7: 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 for any other outstanding invoices you may have.

**Application/Renewal Fees**

Fees	Qty.	Amount
License Fee	1	\$250.00

TOTAL FEES: \$250.00

 [Check Out »](#)

- a. On **Step 1** of the Cart payment screen, review the items you have to pay. If you don't have any additional applications to apply and pay for or items to edit in your cart, click **Checkout** again to continue.

Cart Search... 

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 clicking on the Save for later link.

**PAY NOW**

55 N CENTER ST MESA, AZ 85201

**1 Application(s) | \$250.00**

▶ Single Rental Unit Application 23TMP-000019	Total due: \$250.00
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**No Address**

**1 Application(s) | \$500.00**

▶ Multiple Rental Units Application 22TMP-007251	Total due: \$500.00
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**Total amount to be paid at this time: \$750.00**  
Note: This does not include additional fees which may be assessed later.

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

- b. On Step 2 of the payment information screen, scroll to the bottom and select the payment type you want to use, then click **Submit Payment**

1 Select item to pay      2 Payment information      3 Receipt/Record 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 [servicefee@mesaaz.gov](mailto:servicefee@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: \$250.00

Pay with Credit Card  
 Pay with Bank Account

**Submit Payment »**

- c. On the next screen, select the appropriate Payment Type dropdown box option, then click **Select Type**

**Payment Information**

Note: We accept eCheck payments from US banks only.

Transaction ID: 1147511      Payment: \$10.00

Full Name: ALICIA BRAVO

Email: alicia.bravo@mesaaz.gov

Payment Type: Business eCheck

Cancel      Select Type

- d. Unless marked optional, all fields on the next screen are required. Complete all fields then click **Submit Payment**

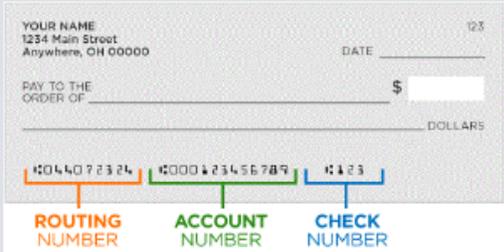
## Account Information

Routing Number

Account Number

Confirm Account Number

Check Number (optional)



YOUR NAME  
1234 Main Street  
Anywhere, OH 00000

DATE \_\_\_\_\_

PAY TO THE ORDER OF \_\_\_\_\_ \$ \_\_\_\_\_

\_\_\_\_\_ DOLLARS

#0440 7 23 24   #000 1 234 56 78 9   11 23

**ROUTING NUMBER**   **ACCOUNT NUMBER**   **CHECK NUMBER**

## Account Holder Information

Business Name

First Name

Street Address

State

Phone

Last Name

City

Zip Code

Email



## Application Complete

If payment was successful, you will be redirected to a screen that confirms the successful submission of your application. You will also receive an emailed receipt.

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

**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](#)

**55 N CENTER ST MESA, AZ 85201**

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LICA22-04106 [View Receipt](#)

[Print/View Receipt](#)

### Example Receipt



**City of Mesa Licensing Office**  
P.O. Box 1466  
55 North Center Street  
Mesa, Arizona 85211-1466  
400-644-2310

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

## RECEIPT

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**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:

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**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-C4212CF06680.	\$10.00

Paid by:

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**FEE DETAIL**

Fee Description	Accounting Nbr	Cashier Pay	Invoice #	Fee Amount	Current Paid
Application Fee	ACC	0570	1033841	\$10.00	\$10.00
				<b>\$10.00</b>	<b>\$10.00</b>

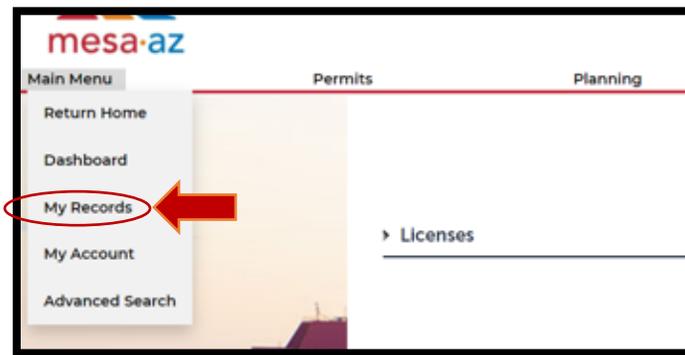
Balance Due: \$0

- Once your payment is completed, your license application is immediately forwarded to the Mesa Licensing staff for review.
- If additional information is needed to complete the application 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 progress of your application.

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



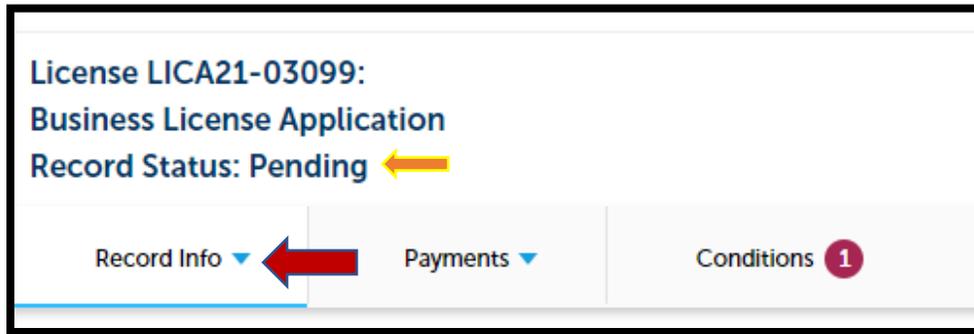
- Click on the arrow next to the heading **Licenses** to expand the view of the licenses associated with your profile



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

Licenses							
Showing 1-1 of 1   <a href="#">Add to collection</a>   <a href="#">Add to cart</a>							
<input type="checkbox"/>	Date	Record Number	Record Type	Address	Status	Action	Module
<input type="checkbox"/>	12/20/2021	<a href="#">LIC 21-02009</a>	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



- 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.**