



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: BuildingPermitTechs@nbtexas.org
Planning: Planning@nbtexas.org
Engineering: EngineeringTechs@nbtexas.org

Permit Submissions

If you are not able to complete and submit the application before you need to leave the site, your application will be saved as “Incomplete”, and you may come back at a later time and continue or edit the information. 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.

If an application is started and remains incomplete for more than 45 days, the application will be automatically deleted from your account. Please submit all required documentation within 45 days of the start of the application. 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

[Go to City of New Braunfels Permit Page](#)
 • City Contact information:
 • Building Division: BuildingPermitTechs@nbtexas.org ~ 830.221.4060
 • Planning Division: Planning@nbtexas.org ~ 830.221.4050
 • Engineering: Engineering@nbtexas.org ~ 830.221.4020

+ New Application

Incomplete Submitted

Submitted Applications

Q search Sort ▼

Residential - Miscellaneous RP2019-5344	550 LANDA ST test permit only jcm	Issued Actions... Actions... Check Case Status Pay Fees	Created 08/9/2019
Residential - Miscellaneous RP2019-5344	550 LANDA ST test permit only jcm	Withdrawn Actions...	Created 08/9/2019
Commercial - Move TST19-0001	-No Location Specified- TEST PERMIT- JCM	Withdrawn Actions...	Created 06/14/2019

Powered by Esri

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

Application

Residential - Miscellaneous
RP2019-5344

550 LANDA ST
test permit only jcm

Issued
Actions...
Actions...
Check Case Status
Pay Fees

Created: 08/9/2019
Expires: 11/7/2020

Addresses

Address
550 LANDA ST New Braunfels TX 78130
NEW BRAUNFELS 78130
2
City Limits
3
Comal
C-1B
F1
4
1
New Braunfels ISD
Artesian Zone

People

Title	Name	Address
Applicant	bruce wayne
Inspection Contact	clark kent
Inspection Contact	matt

Fees

Fee	Amount	Amount Paid	Amount Due
No fees to display.			
	\$0.00	\$0.00	\$0.00
	Total Fees: \$0.00	Total Paid: \$0.00	Total Due: \$0.00

Payments

Payment Type	Received By	Payment
No payments to display.		
		\$0.00
		Total: \$0.00

Conditions

Condition	Applied	Completed
No conditions to display.		

Related Documents

FEES DISPLAYED:

Outstanding fees on the permit are displayed:

Fees

Fee	Amount	Amount Paid	Amount Due
Building Commercial Permit Applic Fee	\$100.00	\$0.00	\$100.00
IT - Technology Fee 3%	\$0.00	\$0.00	\$0.00
Total Fees: \$100.00		Total Paid: \$0.00	Total Due: \$100.00

Payment Amount: \$50

Authorize.Net

[Payment Terms and Conditions](#)

Before you can Pay, you must accept the Terms & Conditions by checking the box beside the link to the terms details:

Fees

Fee	Amount	Amount Paid	Amount Due
Building Commercial Permit Applic Fee	\$100.00	\$0.00	\$100.00
IT - Technology Fee 3%	\$0.00	\$0.00	\$0.00
Total Fees: \$100.00		Total Paid: \$0.00	Total Due: \$100.00

Payment Amount: \$50

Authorize.Net

[Payment Terms and Conditions](#)

Then Click PAY NOW – this opens a new window - redirected to a NEW SITE for payment processing (The City utilizes authorize.net for online permit payment processing):

Enter your card and billing information and click PAY: **PLEASE NOTE THIS DOES NOT COMPLETE TRANSACTION**

Order Summary

Description	Payment for Case:	Total	\$	35.00
Invoice Number	RP2019: <input type="text" value="50"/>			

Credit Card **Bank Account** (USA Only)

Card Number: Exp. Date: Card Code:

Billing Address

First Name: Last Name:

Billing Country: Zip:

Street Address: City:

State: Phone Number:

AFTER PAYMENT is entered the payment processor provides a receipt page – the applicant **MUST CLICK the CONTINUE** button to complete the transaction and be directed BACK to the City’s PORTAL: (recommend printing the transaction complete page for records – no other receipt will be sent to user)

Wed May 22 2019 2:46:51 PM

Continue

Thank-you for your business!

\$ 50.00

[Hide Details](#)

Total	\$ 50.00
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Paid By Visa XXXX0027 Authorization Code: TG69TW Transaction ID: <input type="text"/>	Invoice Number: 24 Description: Payment for Case: RP2019- <input type="text"/>
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Once back on the City’s Permit Portal, your payment is applied to your permit and payment is confirmed: **PLEASE VERIFY THAT YOUR PAYMENT HAS BEEN CONFIRMED TO AVOID DELAY**

Fees

Fee	Amount	Amount Paid	Amount Due
Building Commercial Permit Applic Fee	\$100.00	\$50.00	\$50.00
Building Inspection Fee - Commercial	\$0.00	\$0.00	\$0.00
Building Revw-Commercial Plan Review Fee	\$0.00	\$0.00	\$0.00
Building Permit Fee - New Commercial	\$0.00	\$0.00	\$0.00
IT - Technology Fee 3%	\$0.00	\$0.00	\$0.00
Total Fees: \$100.00		Total Paid: \$50.00	Total Due: \$50.00

Payments

Payment Type	Received By	Payment
Online Payment	bwayne@ <input type="text"/>	\$50.00
		Total: \$50.00