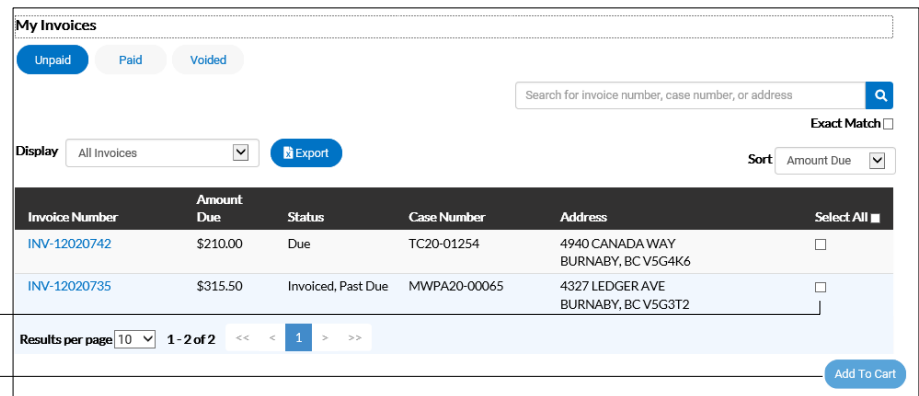


# Paying an Invoice on My Permits Portal

Follow the steps below to pay an invoice on My Permits Portal. If you have questions related to My Permits Portal, please contact 604-570-3600 or email [MyPermitsPortal@burnaby.ca](mailto:MyPermitsPortal@burnaby.ca).


- 1 Log in to [mypermits.burnaby.ca](http://mypermits.burnaby.ca).
- 2 To view your invoices, in the top navigation bar, click **View**.
- 3 From the **View** dropdown, under **INVOICES**, click **My Invoices**.

## My Invoices



Beside the invoice you want to pay, select the checkbox.

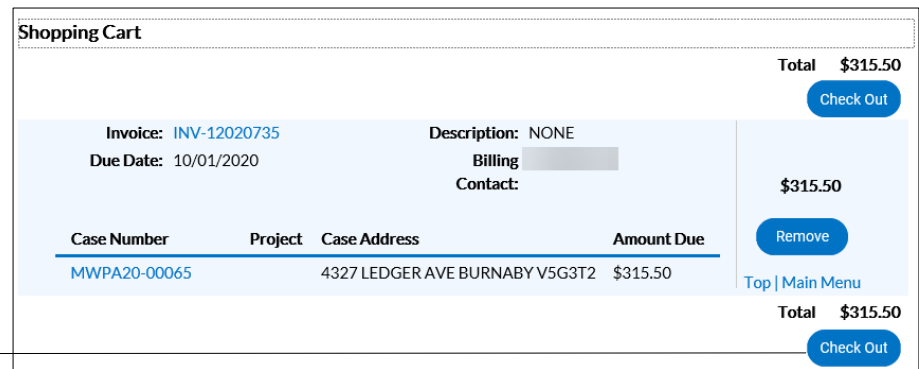
Click **Add To Cart**.

 On the **My Invoices** screen, you can view unpaid, paid and voided invoices. To switch between the payment statuses, under **My Invoices**, click **Unpaid**, **Paid** or **Voided**.

To display more details about the invoice or to reprint a paid invoice, click the **Invoice Number**.

To locate the PDF file for your paid invoice, on the details screen, click **Attachments**.

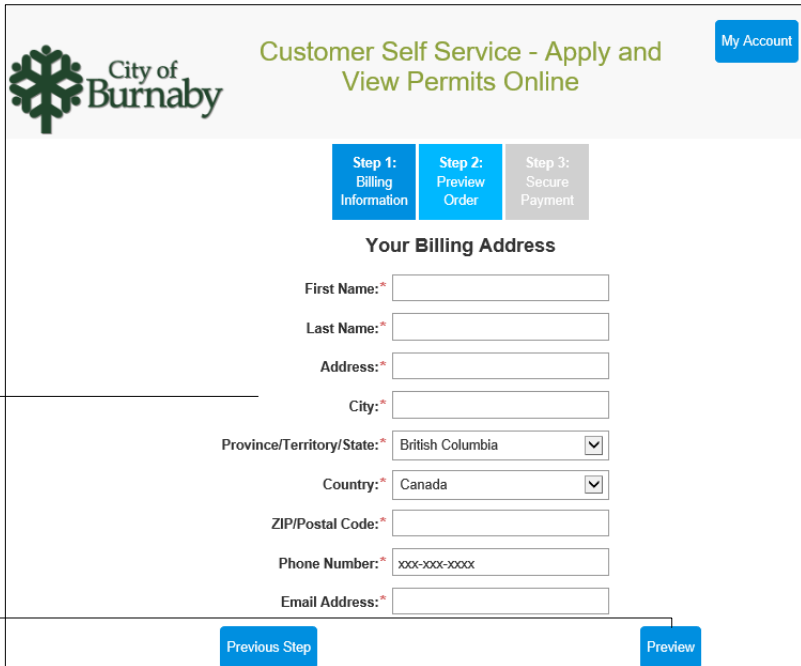
## Shopping Cart



Review the information, then click **Check Out**.

## Online Payment

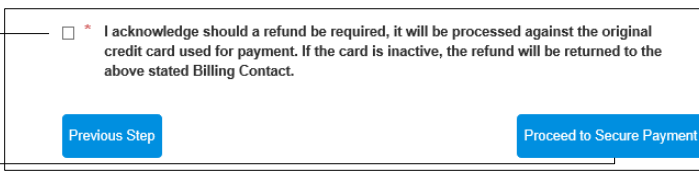
Complete the required fields marked with a red asterisk.



Click **Preview**.

Review your billing information, then to agree to the refund conditions, select the checkbox.

Click **Proceed to Secure Payment**.

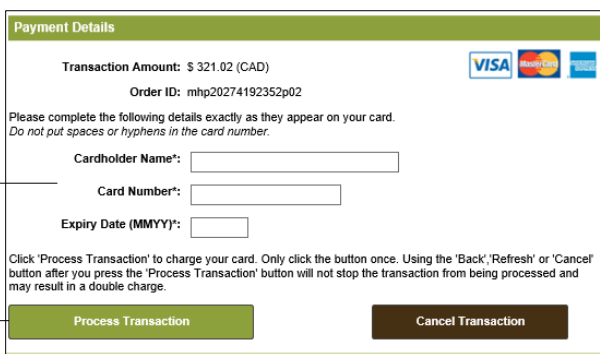



While your payment will be processed immediately, additional processing may be required before issuance of a permit. Partial payments are not permitted.


A non-refundable 1.75% fee is charged for credit card merchant fee recovery (Convenience Fee). For more information, please see [Bylaw Number: 13640 - Credit Card Merchant fee Recovery 2016](#).

In the **Payment Details** panel, enter your credit card information.

Click **Process Transaction**.




If the transaction is incomplete due to a declined credit card or functional error, an error message is displayed on the screen.



Customer Self Service - Apply and View Permits Online

[My Account](#)

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**Online Payment Receipt**  
**Order Number: mhp20278180547p81**

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**Status: APPROVED**

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Date: 2020-10-05  
 Time: 18:10:37  
 Name:   
 Email:   
 Payment Type: Visa

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**Invoice Details**


Invoice Number: INV-12020735	Billing Contact: City of Burnaby	Amount Due: \$315.5	Convenience Fee: \$5.52	Subtotal: <b>\$321.02</b>
			Convenience Fee Total:	\$5.52
<b>Invoice Total:</b>				<b>\$321.02</b>

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To print the receipt, click [Print receipt](#).

[Print receipt](#) [Back to My Account](#)

 Once your permit has been reviewed and/or approved, you will be contacted by email with the next steps.  
 To request a copy of a previously paid invoice, contact 604-294-7460.

 To return to My Permit Portal, click [Back to My Account](#).