

How to Pay a Sign Violation Fee Online

1 Before you begin, when using credit cards, debit cards, PayPal, and Venmo the card and/or financial institution charges an additional 2.95% processing fee or a minimum of \$1.95 which is nonrefundable. This is true for both in person and online payments. The City of Bend does not keep this fee. It, rather, goes directly to the financial institution to cover the processing fees. Electronic Funds Transfer (EFT or electric check) does not have a processing fee.

2 Navigate to <https://cityview.ci.bend.or.us/portal>

3 Sign in by clicking on "Sign In or Register"

Online Permit Center Portal

Welcome to the City of Bend's Online Permit Center Portal.

First step: Be sure to complete Registration for a user account, and then choose started. Resources are available to help you through the process at the Portal Help.

Returning Users with a Portal Account: Sign in to your Portal Account. Then click check the status of your applications or inspections, respond to corrections, and

Need help getting started? Check out our Portal Help link above for how-to guid

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Enter your log in information and click log in. If you need to register for an account, use the register button (shown in the red rectangle) at the bottom and follow those steps until you are signed in.

Online Permit Center Portal

Font Size: + - Print

Sign In or Register My Shopping Cart (0) Portal Home Search for a Property Portal Help

Welcome to the City of Bend's Online Permit Center Portal

With an account you will be able to do more with the Online Permit Center Portal. Register an account to submit new applications, access application tracking, request inspections and make payments online.

Sign In

Email Address:*

Forgot your password?

Login

Register a New Account

If you do not have an account, please click on **Register** to create one.

Powered by CityView

5 After signing in, click "Case Search" under Code Enforcement.

Returning Users with a Portal Account: Sign in to your Portal Account. Then click on the 'My Items' link above to check the status of your applications or inspections, respond to corrections, and upload new items.

Need help getting started? Check out our Portal Help link above for how-to guides, frequently asked questions (FAQs), and other resources. You can always receive in-person help by calling [redacted] or visiting the Permit Center at City Hall during business hours.

Accommodation Information for People with Disabilities

To obtain this information in an alternate format such as Braille, large print, electronic formats, etc. please contact the Permit Center at permitcenter@bendoregon.gov or Relay Users Dial 7-1-1.

Code Enforcement
Submit a New Complaint
Case Search

Building, Permanent Signs & SDC Estimates
Apply
Request an Inspection
Application Search
Upload Submittals to Existing Application

Engineering & Agreements
Apply
Request an Inspection
Application Search
Upload Submittals to Existing Application

Special Event, Noise Variance or Fire Request
Apply
Request an Inspection
Application Search
Upload Submittals to Existing Application

Planning & Historic
Apply

Engineering - Capital Improvement

6 Click the "Search: *" field and type in the Code Case provided in the letter you received. The number will look like "CESIGN202400000".

Online Permit Center Portal

Welcome Kaitlin Ikenberry

Sign Out My Account My Items My Shopping Cart (0) Portal Home ↗

Search for a Complaint ⓘ

Search:

Begin typing a case number, address or Tax Lot number and we will search for a matching list. You must be a contact in order to view case details.

Map ⓘ

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The system may autosuggest a result, which you may select. Otherwise, after typing out the full case number, click on GO!

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Font Size: + - Print

Shopping Cart (0) Portal Home Search for a Property Portal Help



number and we will search for a matching case. If your case appears, please select it from the list of case details.

[Find Active Cases Near Me](#)



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The system will automatically take you to the project the number that matches. This is called the case summary page.

There will be a case number, status, type, and description information following. You will also see a summary of fees on the case. These are the sign violation fees that you will add to your cart to pay. Click "ADD FEES TO MY CART"

If you cannot locate your project or if you do not see your fees, please contact the code enforcement officer listed on your violation notice so they can make the fees visible and payable.

Note: You can collapse and expand individual sections by clicking the header of the section you wish to collapse/expand.

Complaint Information 

Case Number: CESIGN202401707

Status: Fee Assessed

Complaint Type: Signage

Description:

Locality of Complaint:

Property Owner's Full Name: CITY OF BEND

Fees 

Paid Fees	Amount	Paid	Owing	Date Paid	Description
None	\$0.00	\$0.00	\$0.00		
<hr/>					
Outstanding Fees	Amount	Paid	Owing	Date Paid	Description
Sign Recovery Fee	\$88.04	\$0.00	\$88.04	Not Paid	
Totals:	\$88.04	\$0.00	\$88.04		

Code enforcement fees must be paid in full.

Total Amount Payable Online: \$88.04 [Add Fees to My Cart](#)

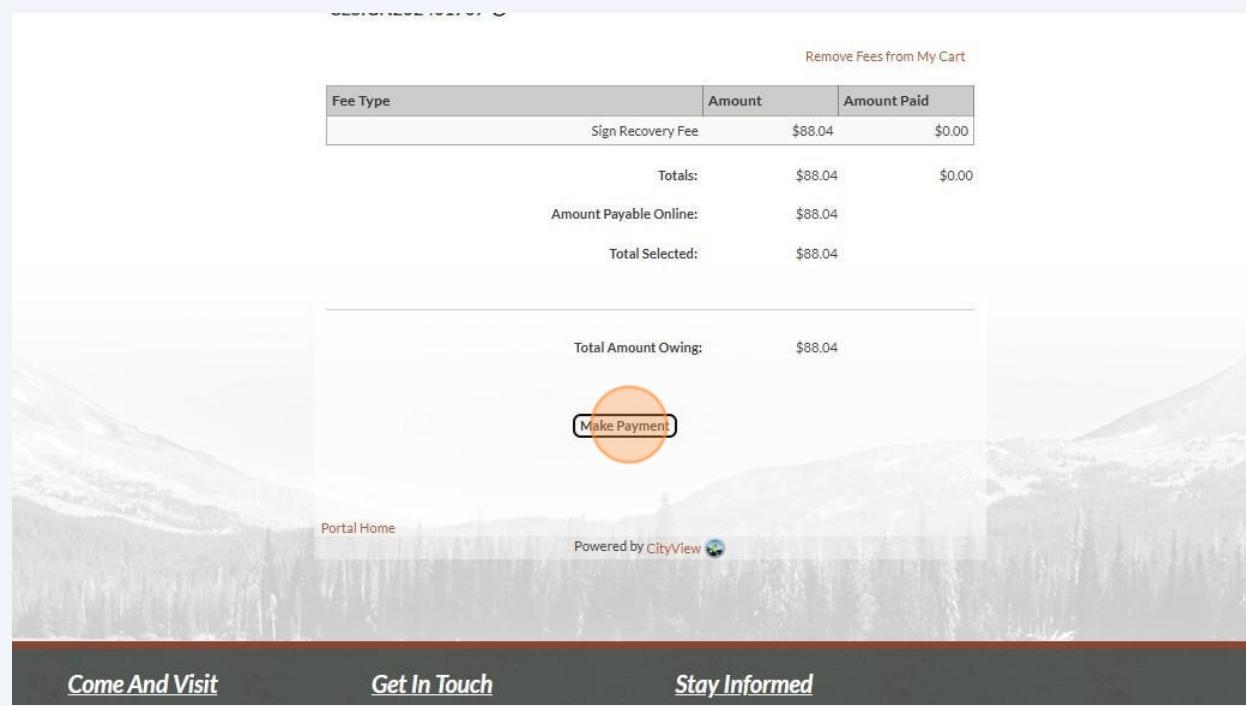
Powered by CityView 

9 Proceed to "My Shopping Cart (1)" after adding the fees to your cart located at the top of the case summary page. You will know they are in there if there is a number, like the "(1)" in this example.



The screenshot shows the Online Permit Center Portal. At the top, there is a navigation bar with links: SERVICES, COMMUNITY, BUSINESS, GOVERNMENT (which is highlighted in green), VISITOR, and CITY PROJECTS. Below the navigation bar, the page title is "Online Permit Center Portal". On the left, there is a sidebar with a dark green header containing the text "ent" and "regon.gov". The main content area starts with a welcome message "Welcome Kaitlin Ikenberry" and links for "Sign Out", "My Account", "My Items", "My Shopping Cart (1)", "Portal Home", "Search for a Property", and "Portal Help". A "Font Size" dropdown and a "Print" button are also in this area. The main content is titled "Complaint Status" with the code "CESIGN202401707" and the date "12/12/2024". Below this, there are "Expand All" and "Collapse All" buttons, with a note: "Note: You can collapse and expand individual sections by clicking the header of the section you wish to collapse/expand." A section titled "Complaint Information" is shown with a dropdown arrow. The entire screenshot is framed by a light gray border.

10 After confirming you the correct fee in your shopping cart, click the Make Payment button. You will be redirect to Invoice Cloud payment system. The code enforcement officer will be notified of your payment and will coordinate when and where to pick up your confiscated sign(s).



The screenshot shows the "My Shopping Cart (1)" page. At the top, there is a "Remove Fees from My Cart" link. Below it is a table with three columns: "Fee Type", "Amount", and "Amount Paid". The table shows one item: "Sign Recovery Fee" with an amount of "\$88.04" and "Amount Paid" of "\$0.00". Below the table, there are summary lines: "Totals: \$88.04", "Amount Payable Online: \$88.04", and "Total Selected: \$88.04". At the bottom, there is a line "Total Amount Owing: \$88.04" and a large orange "Make Payment" button. The footer of the page includes links for "Portal Home", "Powered by CityView", and social media icons for Facebook, Twitter, and YouTube. The bottom navigation bar has links for "Come And Visit", "Get In Touch", and "Stay Informed". The entire screenshot is framed by a light gray border.

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Note: If you do not want to make a payment online there are a few other options:

Check, Credit/Debit Card, Cash is available in person at City Hall, 710 NW Wall St. Bend, OR 97703

Phone Payments, 541.388.5580, Credit or Debit transactions only.

Mail-in a check to ATTN: Front Counter Payments, 710 NW Wall St, Bend, OR 97703

Online Payments have EFT (electronic check), credit/debit, and other credit/debit services like PayPal available.