



CITY *of* CLOVIS

PLANNING & DEVELOPMENT

1033 FIFTH STREET • CLOVIS, CA 93612

Friday, June 26, 2020

To existing CAP users:

We are excited to announce the launch of our new Customer Self Service (CSS) portal. The CSS portal is replacing our Citizen Access Portal (CAP). The existing CAP portal will be disabled after 8:00 AM on Tuesday, July 28th, and the new CSS portal will be launched by 8:00 AM on Wednesday, July 29th. If you are accustomed to scheduling inspections through the CAP portal, you will need to register anew through CSS. You can still pay invoices online without registering. The CSS Portal will allow you to:

- See permit/plan case.
- Schedule inspections and see results.
- Pay for invoices without incurring a payment processing fee
- Apply for all Residential Permit & Plan cases
- Submit Residential documents and plans electronically
- We will be working to build-out Commercial Permit & Plan cases over the next year.

IMPORTANT: You will only be linked to records that you originated after registering with CSS. When applying for permits, you are responsible for adding all necessary contacts to the application. This includes but is not limited to: the billing contact, property owner, and all individuals who may be responsible for scheduling inspections. *If you need multiple people within your organization to have access to records you create on the CSS portal, you must add each person to said record.*

You will not be able to schedule inspections on any **existing permits** without being added as a contact to those existing permits. To be added to existing permits, email building@cityofclovis.com with your first name, last name, and the name of your company. Requests will be handled in a first come first serve manner, processing times may be up to three business days.

All application communications will be handled through the CSS portal. You will need to check it regularly to receive updates on your cases. Failure to comply with the above disclaimers can lead to delayed processing times.

City Manager 559.324.2060 • Community Services 559.324.2095 • Engineering 559.324.2350
Finance 559.324.2130 • Fire 559.324.2200 • General Services 559.324.2060 • Personnel/Risk Management 559.324.2725
Planning & Development Services 559.324.2340 • Police 559.324.2400 • Public Utilities 559.324.2600 • TTY-711

www.cityofclovis.com