How to Pay for a Permit Using the STARS2 Credit Card Payment Feature

- 1. To begin the process, you will need the following:
 - A STARS2 Permit Service Account and access to the associated email.
 - The paying credit card. Please note there is a 2.3% charge for all transactions.

To create a STARS2 Permit Service Account, visit the <u>STARS2 Information Webpage</u> for further instructions.

If your account is new, and this is your first permit, you will need to create a **Trucking Company** record by selecting **Add Trucking Company** from the permit form prior to selecting a company from the Trucking Company menu.



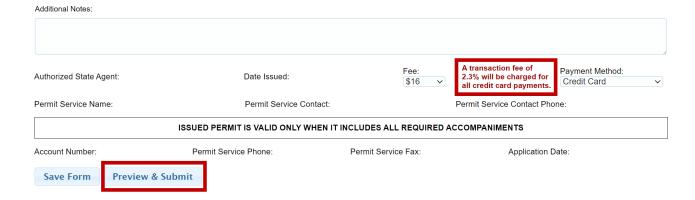
2. Log in to your <u>STARS2 Permit Service Account</u>.



3. Complete a permit as you normally would.

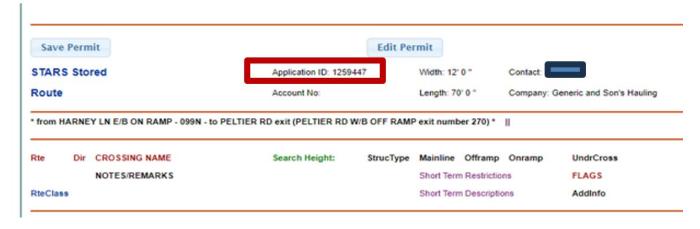


- 4. At the bottom of the permit form:
 - Verify that the new permit has Credit Card selected as the Payment Method, and that Debtor Account is not listed.
 - Verify that the 2.3% transaction fee is displayed.
 - Once information is correct, click Preview & Submit.



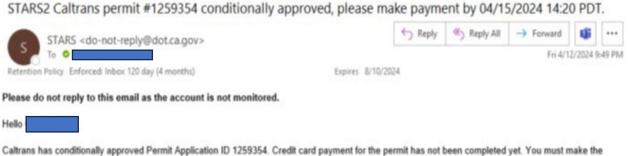
5. Note the **Permit ID** of your submitted form, which will appear once your click **Submit**.

Your permit will be reviewed by Caltrans staff.



6. Once your permit is conditionally approved, you will receive an email letting you know your permit is conditionally approved and pending payment.

You will have 6 business hours to submit final payment.



Caltrans has conditionally approved Permit Application ID 1259354. Credit card payment for the permit has not been completed yet. You must make the credit card payment by 04/15/2024 14:20 PDT, otherwise the permit application will be rejected due to non-payment. Click here to view all your permit application(s).

7. To submit final payment, log back in to your STARS2 Permit Service Account.

Go to the **Action** Column in the **Permit Queue** and hover above the shopping cart symbol to view the countdown timer for that permit. That helps verify the permit has been conditionally approved by Caltrans and is awaiting payment.

Permit Applications

Show: All Permits V

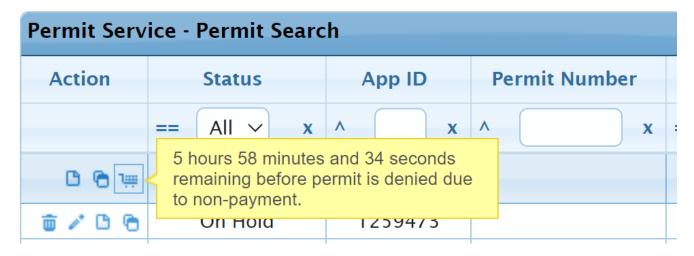
New | Rules | Report | Agents | Clients

Permit Service - Permit Search			
Action	Status	App ID	Permit Number
1	== All × x	л х	л
<u> </u>	Approved, Pending Payment	1259474	

Permit Applications

Show: All Permits \vee

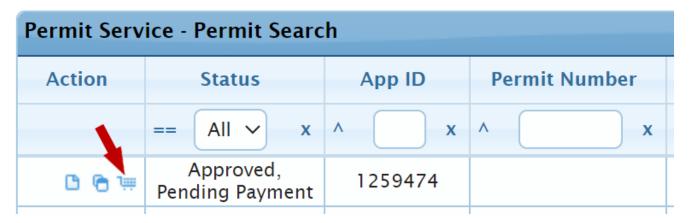
New | Rules | Report | Agents | Clients



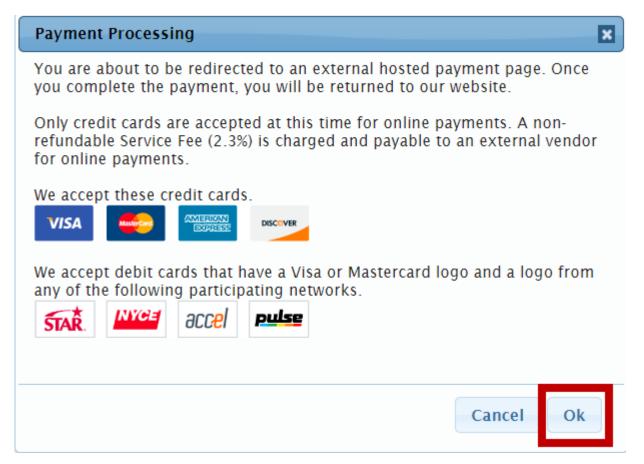
8. Click on the **Shopping Cart** Symbol.

Permit Applications

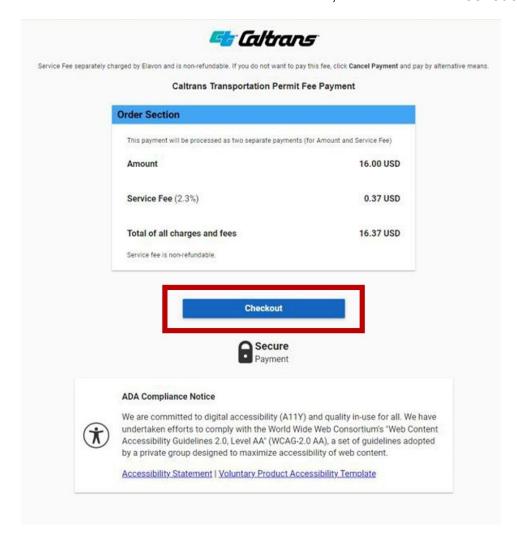
Show: All Permits V New | Rules | Report | Agents | Clients



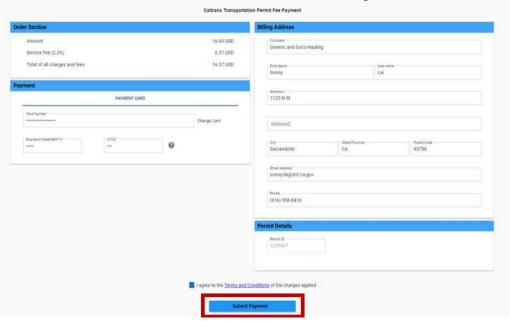
Click **Ok** to acknowledge you are being redirected to an external hosted payment page, and you accept the fees. You will be directed to Elavon's Hosted Payment Page for payment.



9. Review and confirm the amount and service fee are correct, and then click Checkout.



10. Complete the Credit Card information, and then click **Submit Payment**.

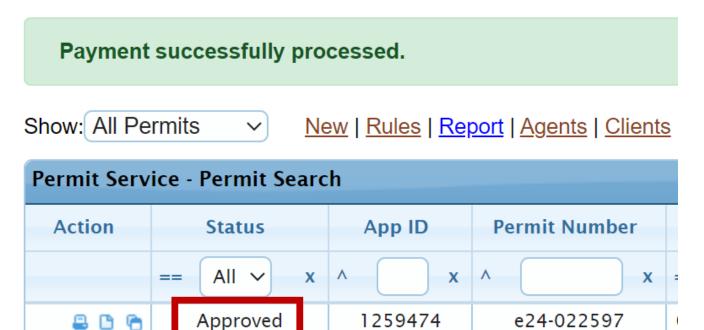


11. You will receive a confirmation email that your permit is approved.



12. The permit should show as Approved in the Permit Service queue.

Permit Applications



13. If you have any questions, please contact the Oversize/Overweight Permit Office at the email addresses listed below:

General Email: Oversize.Overweight.Permits@dot.ca.gov
Debtor Account Email: debtor.account.admin@dot.ca.gov