

## 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 [STARS2 Information Webpage](#) 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.



The screenshot shows the CalRoute web application interface. On the left is a navigation menu with sections for CalRoute Resources, STARS2 Resources, Permits, and Manage. The main content area is titled 'Trucking Companies' and includes a breadcrumb trail: '<< RCATS Home > Manage > Trucking Companies'. Below the title is a button labeled 'Add Trucking Company', which is highlighted with a red rectangular box. Underneath is a table header 'Manage Trucking Companies' with columns for Actions, Cust No, Name, Street Address, and City. The table body is empty, displaying 'No records found.' At the bottom of the table area, there is a search bar, a refresh button, and a timestamp: 'Last updated at: June 25th 2024, 4:08:26 PM'. The page footer indicates 'Page 0 of 0'.

2. Log in to your [STARS2 Permit Service Account](#).

## Log In

Username:

Password:

[Forgot your password?](#)

[Register](#)

3. Complete a permit as you normally would.

Permit Issued From: 05/30/2024 To: 06/05/2024 App ID: [REDACTED]

Trucking Company: Generic and Son's Hauling (123456789) - 1120 N St. Add New Company

Name: S LAH (123456789) No Night Travel

Address: 1120 N St Load Type: [REDACTED]

City/State/ZIP: Sacramento, CA 95758

Phone: (916) 556-8416 x001 Number of Trips: 1

Fax: (916) 556-8416

Descr of Load/Equipment & Model No.: Heavy equipment in need of hauling T123

Dimensions of Load: 10 x13

Description of Hauling Equipment: standard description

Wheel Width	Kingpin to Last Axle	Sem-Trailer Length	Comb Vehicle Length
12' 0"	50' 0" max	20' 0" max	78' 0" max

Axle Number	1	2	3	4	5	6	7	8	9	10	11
Number of Tires per Axle											
Distance Between Axles											
Axle Width at Tire Spread											
Max Allowable Weight											

NOT TO EXCEED THE DIMENSIONS SHOWN BELOW OR AXLE WEIGHTS SHOWN ABOVE

Maximum Height: 14' 0" Maximum Width: 12' 0" Maximum Overall Length: 78' 0" Maximum Overhang: 7' 0"

Origin: Led Destination: Stockton Weight Class: 5 x 5

Route Description: Routes Clearing (Authorized Highway) Clear Axle Data Clear Route Description

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.

Additional Notes:

[Empty text box for additional notes]

Authorized State Agent:

Date Issued:

Fee: \$16

A transaction fee of 2.3% will be charged for all credit card payments.

Payment Method: Credit Card

Permit Service Name:

Permit Service Contact:

Permit Service Contact Phone:

ISSUED PERMIT IS VALID ONLY WHEN IT INCLUDES ALL REQUIRED ACCOMPANIMENTS

Account Number:

Permit Service Phone:

Permit Service Fax:

Application Date:

Save Form Preview & Submit

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

Your permit will be reviewed by Caltrans staff.

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Save Permit Edit Permit

STARS Stored Application ID: 1259447 Width: 12' 0" Contact: [Redacted]

Route Account No: Length: 70' 0" Company: Generic and Son's Hauling

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\* from HARNEY LN E/B ON RAMP - 099N - to PELTIER RD exit (PELTIER RD W/B OFF RAMP exit number 270) \* ||

---

Rte	Dir	CROSSING NAME	Search Height:	StrucType	Mainline	Offramp	Onramp	UndrCross
		NOTES/REMARKS			Short Term Restrictions			FLAGS
RteClass					Short Term Descriptions			AddInfo

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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.

STARS2 Caltrans permit #1259354 conditionally approved, please make payment by 04/15/2024 14:20 PDT.

 STARS <do-not-reply@dot.ca.gov>  
To [Redacted]  
Retention Policy Enforced: Inbox 120 day (4 months)

 Reply  Reply All  Forward  

Fri 4/12/2024 9:49 PM

Expires 8/10/2024

Please do not reply to this email as the account is not monitored.

Hello [Redacted]

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:  ▾






[New](#) | [Rules](#) | [Report](#) | [Agents](#) | [Clients](#)

Permit Service - Permit Search			
Action	Status	App ID	Permit Number
	== <input type="text" value="All"/> ▾ x	^ <input type="text"/> x	^ <input type="text"/> x
	Approved, Pending Payment	1259474	

# Permit Applications

Show:  ▾


[New](#) | [Rules](#) | [Report](#) | [Agents](#) | [Clients](#)

Permit Service - Permit Search			
Action	Status	App ID	Permit Number
	== <input type="text" value="All"/> ▾ x	^ <input type="text"/> x	^ <input type="text"/> x
	5 hours 58 minutes and 34 seconds remaining before permit is denied due to non-payment.	1259473	
   	ON HOLD	1259473	

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

# Permit Applications

Show:  [New](#) | [Rules](#) | [Report](#) | [Agents](#) | [Clients](#)

Permit Service - Permit Search			
Action	Status	App ID	Permit Number
	== <input type="text" value="All"/> x ^ <input type="text" value=""/>	x ^ <input type="text" value=""/>	x ^ <input type="text" value=""/>
	Approved, Pending Payment	1259474	


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.

### Payment Processing


You are about to be redirected to an external hosted payment page. Once you complete the payment, you will be returned to our website.

Only credit cards are accepted at this time for online payments. A non-refundable Service Fee (2.3%) is charged and payable to an external vendor for online payments.

We accept these credit cards.



We accept debit cards that have a Visa or Mastercard logo and a logo from any of the following participating networks.



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

Service Fee separately charged by Elavon and is non-refundable. If you do not want to pay this fee, click **Cancel Payment** and pay by alternative means.

### Caltrans Transportation Permit Fee Payment

#### Order Section

This payment will be processed as two separate payments (for Amount and Service Fee)

<b>Amount</b>	<b>16.00 USD</b>
<b>Service Fee (2.3%)</b>	<b>0.37 USD</b>
<b>Total of all charges and fees</b>	<b>16.37 USD</b>

Service fee is non-refundable.

**Checkout**

**Secure Payment**

#### ADA Compliance Notice

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[Accessibility Statement](#) | [Voluntary Product Accessibility Template](#)

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

### Caltrans Transportation Permit Fee Payment

#### Order Section

Amount	16.00 USD
Service Fee (2.3%)	0.37 USD
Total of all charges and fees	16.37 USD

#### Payment

**PAYMENT CARD**

Card Number  [Change Card](#)

Expiration Date(MM/YY)  CVV

#### Billing Address

Company

First Name  Last Name

Address1

Address2

City  State/Province  Postal Code

Email Address

Phone

#### Permit Details

Permit ID

I agree to the [Terms and Conditions](#) of the charges applied

**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

Payment successfully processed.

Show:  [New](#) | [Rules](#) | [Report](#) | [Agents](#) | [Clients](#)

Permit Service - Permit Search			
Action	Status	App ID	Permit Number
	== <input type="text" value="All"/> x ^	<input type="text"/>	<input type="text"/> x ^
	<b>Approved</b>	1259474	e24-022597

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](mailto:Oversize.Overweight.Permits@dot.ca.gov)  
**Debtor Account Email:** [debtor.account.admin@dot.ca.gov](mailto:debtor.account.admin@dot.ca.gov)