



## Online Permits

# Online Permits Frequently Asked Questions

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Welcome to the U.S. FWS/Online Permits web site. This document lists some common questions our users asked.

- 1. What is Online Permits?** Electronic Permits is a web base application. It accepts permit applications for wildlife electronically. There are two types of permits: Domestic (FWS) and CITES (Convention on International Trade in Endangered Species). The Permits may be applied by all individuals and businesses.
- 2. What does Online Permits do?** It accepts Permit Application 100% electronic in complying with the Paperwork Reduction Act of 1980. Here the applicants register online and upload applications prepared in PDF files. It also accepts online payments using credit/debit cards.
- 3. What else does Online Permits do?** Applicants can submit all annual reports.
- 4. How do I register?** See *Quick Start Guide (QSG)* available under the Help menu. The QSG does not require logon. Just expand the Help menu...
- 5. I have an existing Permit and it is to be renewed, how do I pay for its renewal fee? I do not have an online account and do not wish to have one?** Get your Permit Number ready, make sure it is in Pending status at present, then go on to the web site Main page, click "Pay Permit Processing Fee". QSG explains how to do that in details.
- 6. I was disconnected from the Pay.Gov web site, how do I check for its status:** Before Online Permits sent you to Pay.Gov, it created a Tracking ID number for you

and advices you to write or print this number out just in case. This Tracking ID number is unique given to you so you can check with U.S. Department of Treasury/Pay.gov office. We cannot help you on this. If your transaction in Pay.gov failed completely due to their web site technical difficulty, simply go back on to Online Permits web site and re-submit your transaction from scratch. NOTE: please do not go to Pay.gov web site to pay for the fee without logging into E-Permits first.

**7. I am a registered applicant**, explain the process flow between Online Permits and Pay.gov web site? Whenever you apply and if the application you select requires a fee, Online Permits transfers you to Pay.gov web site. It then waits for you to complete the payment. Once done, Pay.Gov transfers you back to Online Permits with a status page. Online Permits reads this status page and if your payment is authorized (marked as “Completed”), you will be assigned a Permit Number and asks you to upload your application file in PDF. You will need to complete the PDF application before you can upload your application.

**8. What happens if my online payment fails?** Do not worry, just do it again until “Completed”. In other word, if your payment failed due to some reasons, E-Permits will not issue you a Permit number until it has your money secured. Without a Permit Number, you cannot upload your application file.

**9. I am a registered applicant**; the form I apply does not require Permit Fee, what is next? Online Permits will assign you a Permit Number and asks you to upload your application file in PDF. Without a Permit Number, you cannot upload your application file.

**10. How to check for my application status:** This function is located on *My Account page* under the button called “*View Your Applications/Upload Files*”.

**11. How do I switch from 1 Type of Applicant to the other:** Check the Quick Start Guide (QSG)/Part III for instruction.

**12. I want to apply for a brand new permit online**, where do I start? Follow the steps outlined below:

- Download a fillable application form and fill out completely.
- Create a Logon ID and a Password. This pair is called Access/Logon Credential.

- Follow steps explained in Quick Start Guide (QSG) to create your Applicant's Profile,
- Logon using the access/logon credentials you created above.
- At the “**My Account**” page, click “**Apply For a New Permit**”. Follow the steps explained in QSG to select an application form.
- **Pay a permit fee online:** get your credit/debit card or your ACH number ready to pay a permit fee if the form you select requires a fee. You are transferred to the U.S. Department of Treasury/Pay.Gov web site to complete your payment online. Please wait for the Pay.Gov to transfer you back to Online Permits web page after you press the “Submit” on Pay.Gov payment page.
- Online Permits makes sure it get paid (if a fee is required), then it assigns you a new Permit Number. Please write down the Permit number for future reference.
- **Upload your application form:** whether or not you are exempted from a fee, in all cases you must have a *Permit Number* ready to upload your application form. Make sure your form is completed offline. An incomplete form will delay your request for a new Permit. Without a Permit Number, you cannot upload an application file.

**NOTE:** Online Permits “**Home**” page and “**My Account**” pages are different, where “Home” allows the public to enter without an access/logon credentials and “My Account” does require an Access/Logon Credentials.

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