

ONLINE CIVIL PENALTY PAYMENT INSTRUCTIONS

Step 1: Navigate to ePermits

- Go to: <https://epermits.nashville.gov/#/>

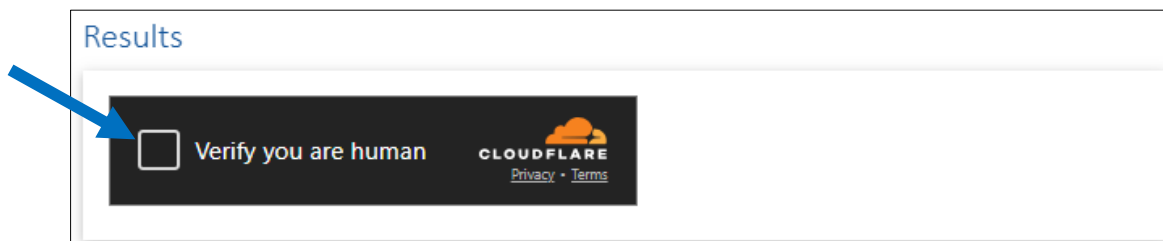


- On the homepage, select:
 - i. Search for a: **Complaint**
 - ii. Search by: **Complaint / RFS #**
- Enter your complaint number (CXXXXXXXXXX).
- Click the search icon (magnifying glass).

A screenshot of the Nashville ePermits search interface. The "Search" header is at the top left. Below it, the "Search for a:" section has three buttons: "Permit", "License", and "Complaint". The "Search by:" section has three buttons: "Address", "Complaint / RFS #" (which is selected and highlighted with a blue checkmark), and "Contractor". Below these is a text input field labeled "Enter Complaint Number..." with a blue search icon to its right. At the bottom right is an "Advanced Search" button. Annotations include a blue circle 'a' with arrows pointing to the "Complaint" and "Complaint / RFS #" buttons, a blue circle 'b' pointing to the input field, and a blue circle 'c' pointing to the search icon.

Step 2: CAPTCHA Verification

- Verify you are human by clicking the CAPTCHA box.

A screenshot of the CAPTCHA verification box. It features a blue arrow pointing to a checkbox on the left. To the right of the checkbox is the text "Verify you are human". Further right is the Cloudflare logo, which includes the word "CLOUDFLARE" and links for "Privacy" and "Terms". The entire box is titled "Results" at the top left.

Step 3: View Permit Details

- Verify information is correct, then click anywhere inside the red box.

Search for a: Permit License Complaint Search by: Address Complaint / RFS # Contractor

C2024039756 Q Advanced Search

Results

1-1 of 1 Results

Click anywhere inside red box

	COMPLAINT / RFS #	TYPE	ADDRESS*	PERMIT NAME	PROJECT	ISSUED	COMPLETED	STATUS
1	C2024039756	BBCOMP- BB - Complaint	150 2ND AVE N- FREEBIRD / RIGHT SIDE / THIS SPACE SHOULD BE 148	TEST - ADA MESSAGE				Hearing

Step 4: Make a Payment

- Click the green “Pay Now” button (top right).

Permit Summary Pay Now

Permit Number	BBCOMP C2024039756
Type	BB - Complaint / Inspector Beer Board Complaint
Status	Hearing
Expiration Date	Dec 31, 2999

- Follow the prompts to proceed to payment
- Enter Payment Information (* required field)
- Please enter the zip code that is currently on file with the bank that issued the card being used.
- Verify you are a human by clicking the box
- Click on the “Submit” button

×

Charge

2.3 % fee will be charged for using the portal.

First Name *

Last Name *

Address

City

Country

State

Zip *

United States of America ▾

----Select---- ▾

Email

Phone

Custom 1

Custom 2

Card Number *

Expiration *

CVV *

MM/YY

Transaction Amount

Fee

Total Amount

8.33

0.19

8.52

☐ I am human


hCaptcha
Privacy - Terms

Submit



NOTE: Be advised, the online payment system is managed by a third party and we are not able to fix any errors that may occur. If an error does occur, contact the issuing agency to verify the correct information.