

How to Renew and Pay Fees on a Dog License

Step 1 – Once at this **Government Connected Online Services** website <https://licensing.lakeoswego.city>...

Step 2 – Click the **Log On** button

CITY OF LAKE OSWEGO
OREGON

Government Connected Online Services

Home Dog License Business Invoices

City of Lake Oswego Oregon

Sample Screen - Do not click here

Subscribe / Follow On: [Facebook] [Twitter] [LinkedIn] [YouTube] [Instagram]

[Log On] / [Register]

Welcome to the City of Lake Oswego Customer Access Portal (CAP)

This Customer Access Portal (CAP) allows you to select licensing services in the City of Lake Oswego

Ready to begin using CAP?

- Create a [New Account](#)
- How to [Register](#) for a new account (PDF)
- How to [Renew and Pay Fees on a Business License](#) (PDF)
- How to [Renew and Pay Fees on a Dog License](#) (PDF)
- How to [Apply for a New Business License](#) (PDF)
- How to [Apply for a New Dog License](#) (PDF)

For more information on licensing and fees go to <http://www.ci.oswego.or.us/finance/services-fees>

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Step 3 – Enter your login and password

- *Your login is the email address you used in your New User Registration*

Log On

User Login

Email address

Password

Remember me?

[Log On](#)

[Forgot Password](#)

Step 4 – On the *Professional Licenses (Dog License)* tab, select the DOG *License Number* you wish to renew.

- *If multiple licenses appear, select the one with the most current Expiration Date*

Jane Test Professional Licenses [Change Filter](#)

Company Name	License Number	Type	Year	Status	Apply Date	Issue I
Jane Test	DOG-000080-2017	Dog License	2019	Active	10/16/2017	10

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Step 5 – Select the *Renew License* button

License Number: DOG-000038-2017

[Subscribe](#) [Renew License](#)

License Holder

First Name:: Jane **Middle Name::** **Last Name::** Test

Company Name::

Step 6 – On the *Additional Info* tab, enter the *Neutered/Spayed* and *License Years* fields' information.

- Review current rabies certificate to determine license years to select. Licenses cannot be issued beyond rabies expiration date

Professional License Renewal

License Info

License Number: DOG-000038-2017 **Account Number:**

License Type: Dog License **Classification:** Dog License

License Year: 2017

Business Info

Business Name: Test Co **Business Phone:**

Additional Info:

* **Neutered/Spayed:** ▼

* **License Years:** ▼

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Step 7 – On the [Upload Attachments](#) tab press the **Select** button. **Required documents are current rabies certificate and, if applicable, certificate of sterilization.** Select the [Next](#) button when documents are successfully attached.

- Fees will not display until we've reviewed attached documents and issued an invoice

The screenshot displays two main sections of a web interface. The top section, titled 'Calculate', features a table with two columns: 'Fee' and 'Amount'. The table is currently empty, displaying the text 'No records to display.' Below the table is a 'Calculate Fee' button. The bottom section, titled 'Upload Attachments', contains a 'Select...' button, a file named 'Test Attachment.docx' with a 'Remove' button, and a 'Next' button. Red boxes highlight the 'Select...' and 'Next' buttons.

Step 8 – On the Professional License (Dog License) Renewal Confirmation screen select the [Confirm and Renew](#) button at the bottom of the page. *You will receive a message that the license has been successfully renewed, and will see the status change to Submitted-Online.*

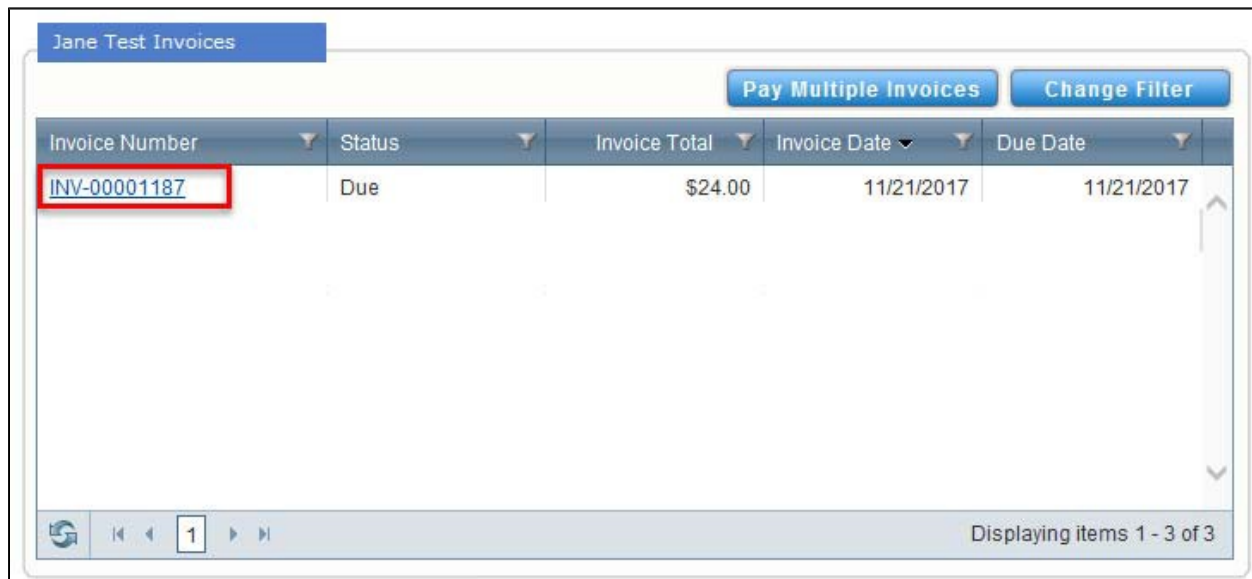
The screenshot shows the bottom of a web interface with a 'Confirm and Renew' button highlighted by a red box.

Our office will review and process the renewal. An invoice will be emailed to you within 3 business days for online payment.

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Step 9 – Once you've received your invoice emailed from us, access your online CAP account at <https://licensing.lakeoswego.city>. Go to the bottom of the screen to the *Invoices* tab select the appropriate *Invoice Number*.

- If multiple invoices display, look at *Invoice Date* to find most current



The screenshot shows a web interface titled "Jane Test Invoices". At the top right, there are two buttons: "Pay Multiple Invoices" and "Change Filter". Below these is a table with the following columns: "Invoice Number", "Status", "Invoice Total", "Invoice Date", and "Due Date". The table contains one row with the following data: "INV-00001187", "Due", "\$24.00", "11/21/2017", and "11/21/2017". The "Invoice Number" cell is highlighted with a red box. At the bottom of the table, there is a pagination bar showing "1" and "Displaying items 1 - 3 of 3".

Invoice Number	Status	Invoice Total	Invoice Date	Due Date
INV-00001187	Due	\$24.00	11/21/2017	11/21/2017

Step 10 – Select the *Make Payment* button



The screenshot shows a form with the text "Invoice Number: INV-00001148" in blue. At the bottom right of the form, there is a blue button labeled "Make Payment" which is highlighted with a red box.

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Step 11 – Enter your credit card information and select *Process Payment* button

Order Summary

Agency Name: City of Lake Oswego, OR
Order Number: INV-00001148

Invoice #	Item Description	Quantity	Unit Price	Total Price
INV-00001148	Renewal Business License Fee	1	\$64.00	\$64.00

Item Total: \$64.00
Service Fee: \$0.00
Tax: \$0.00
Order Total: \$64.00

Payment Details

Cardholder Name: * Billing Street: * Billing Zipcode: *

Card Type: * Card Number: * Expiration Date: / * CVV Code:

Step 12 – Your license has been successfully renewed and paid when you receive the message below. This invoice will be emailed to you within an hour. ***We will mail the license and tags to you within 3 business days.***

Congratulations! Your order has been processed successfully!

Please print this page for your records.

Agency Name: City of Lake Oswego, OR
Order Number: INV-00001148

Invoice #	Item Description	Quantity	Unit Price	Total Price
INV-00001148	Renewal Business License Fee	1	\$64.00	\$64.00

Item Total: \$64.00
Service Fee: \$0.00
Tax: \$0.00
Order Total: \$64.00