

Business License Renewal - Frequently Asked Questions

Q: *When is my payment due?*

A: December 31st, 2020

Q: *Why do I have a zero Balance?*

A. If you are a NONPROFIT BUSINESS and exempt from fees, you will have a zero balance.

a. If you are a NONPROFIT WITH FEES and have questions, please contact our office for staff to assist you at 253-804-5011. Due to Covid-19 and limited staff hours, return calls may take longer than normal.

B. You may have MULTIPLE RENTAL PROPERTIES, if so, the fee is charged to a master license and all other properties show a zero balance due. Return the renewal form for all zero balance properties so that the license can be issued after the master license has been paid.

Q: *Which methods of payment do you accept?*

A: Online, Visa or MasterCard. Online payments do not incur a 3% transaction fee.

B: By Check, Mail to, City of Auburn Business Licenses, 25 West Main Street, Auburn, WA 98001- 4998

Please note, in response to Gov. Inslee's "Stay-Home, Stay Healthy" order, City Hall and the Annex Customer Service Center is closed for in-person payments. While we have the ability to take calls we will not be able to process payments because we are not in the office and do not have payment processing equipment during this temporary period of telecommuting.

Q: *How can I update information or make changes to my account?*

A: Contact us at 253-804-5011

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Q: *How do I sign in to renew my license*

A: You can log in here: [LOG IN](#)

Q: How do I set up my account online?

A: You can set up your account here: [CREATE AN ACCOUNT](#)

Each business license number will require its own account log in.

Q: How can I recover my password if I have forgotten it?

A: By clicking on the following link you will be able to reset your password and have it delivered to the email address under which the account was set up: [RESET PASSWORD](#)

If you do not know the original login information, create a new login and password. City staff does not have access to your account login information.

Q: I renewed my license online but I am unable to print. What do I do?

A: In 2019 the City added a feature that allows you to print your license in the event you have lost it or forgot to print it after making your annual payment. Simply log in to your account and you will see a “Print License” option.

Q: What should I do if I have a change of location, change of name, or change of business activity?

A: Please fill out a new business license application and submit directly to the businesslicenses@auburnwa.gov by email.

For questions, contact business license services at 253-804-5011 or email us at businesslicenses@auburnwa.gov. Due to Covid-19 and limited office hours by staff, return email and calls may take longer than normal.