

## Business License Renewal - Frequently Asked Questions

**Q: *When is my payment due?***

**A: December 31<sup>st</sup>, 2019**

**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.*

**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: Cash, Check, Visa, or MasterCard. Please note that all Visa and MasterCard transactions processed over the phone or in person will be assessed a 3% service fee (does not apply to online renewals)**

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

**A: Contact us at 253-804-5011**

**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 Permit Center. Submit the new application via email at [businesslicenses@auburnwa.gov](mailto:businesslicenses@auburnwa.gov) or by visiting our office on the 2<sup>nd</sup> floor at 1 East Main Street, Auburn WA.