

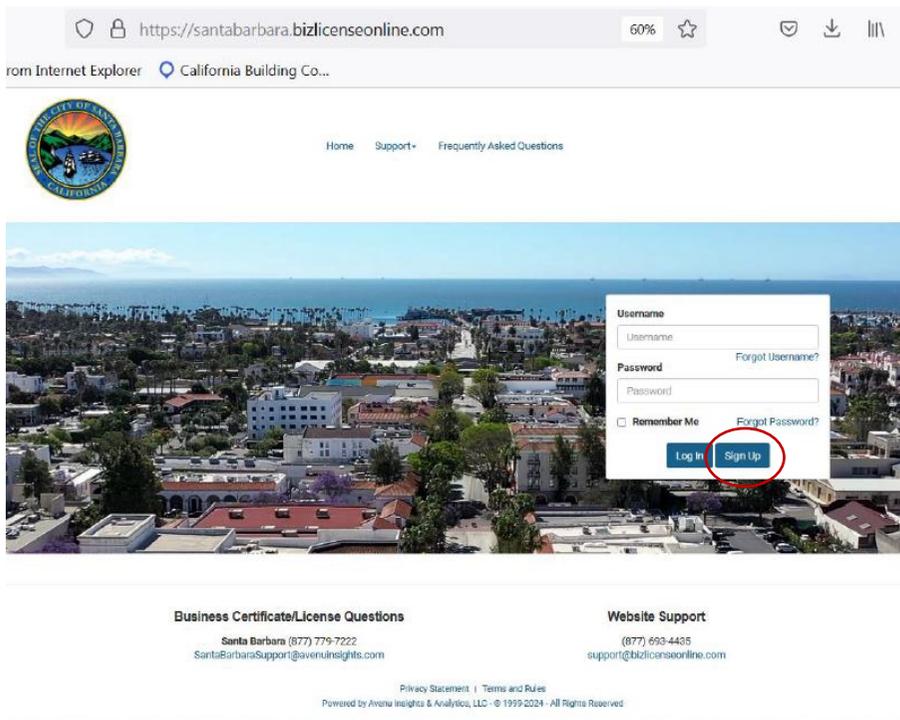
***City of Santa Barbara
Business License Tax
Online Filing Instructions***



This guide is to assist City of Santa Barbara taxpayers on how to apply and receive the City's Business License Tax Certificate using our online portal.

*Please note that different business structures may have different requirements and filing steps. Frequently Asked Questions and answers start on page 14. **The Business License will take approximately 4-8 weeks for you to receive the certificate in the mail.***

Step 1: Go to [SantaBarbara.BizLicenseOnline.com](https://santabarbara.bizlicenseonline.com). Click *Sign Up*. If you have already created an online account, enter the username and password you created, then go to step 9.



The screenshot shows a web browser window with the address bar displaying <https://santabarbara.bizlicenseonline.com>. The page features the City of Santa Barbara seal on the left and navigation links for Home, Support, and Frequently Asked Questions. A large aerial photograph of Santa Barbara is the background. Overlaid on the right side of the image is a white login/sign-up form with the following fields and options:

- Username:** A text input field with a "Forgot Username?" link to its right.
- Password:** A text input field with a "Forgot Password?" link to its right.
- Remember Me**
-

The "Sign Up" button is circled in red. At the bottom of the page, there are two columns of contact information:

- Business Certificate/License Questions:** Santa Barbara (877) 779-7222, SantaBarbaraSupport@avenueinsights.com
- Website Support:** (877) 693-4435, support@bizlicenseonline.com

At the very bottom, there is a footer with the text: "Powered by Avenai Insights & Analytics, LLC - © 1999-2024 - All Rights Reserved".

Step 2: Select *Business Account*. Every business license account with its own account number will need to complete this step.

Business Account

For business owners or companies who need to file for a single business or a single business which can have multiple locations.

Business Account

Step 3: Enter your contact details and create your new username and password.

Online Registration Security Question/Answer Account Setup Corporate/Business Information Owner Information Additional Information Municipality/Return Setup Review

User Information
This information refers to the person responsible for creating this account and/or filing of returns.

First Name *

Last Name*

Title*

Phone Number*

Fax Number

Email Address *

Re-enter Email Address*

Login Information
Please write down and store in a secure place.

Username*

Password*

Re-enter Password*

Save and Continue

Step 4: Create a secret question and answer. You do not have to use one of the questions in the list. You can type in any question and answer.

Online Registration Security Question/Answer Account Setup Corporate/Business Information Owner Information Additional Information Municipality/Return Setup Review

Secret Question and Answer

If you forget your password or must reset an expired password, you will be asked the security question below and must provide the answer. Here are a few suggestions for the security question:

- What is the first and last name of your first boyfriend or girlfriend?
- Which phone number do you remember most from your childhood?
- What was your favorite place to visit as a child?
- Who is your favorite actor, musician, or artist?
- What is your favorite hobby?

Secret Question*

Secret Answer*
(20 Characters Max)

[Back](#) [Save and Continue](#)

Step 5: Select if you are a new or existing account. All renewals should select *Renewal and Existing License/Account*.

Online Registration Security Question/Answer Account Setup Corporate/Informi

Account Setup

- New Business in Municipality / New Owner / New FEIN
- Renewal and Existing License / Account

Step 6: New Businesses will have extra steps to create their account. Select the drop-down menus under each required selection. Select the state as California, and the Municipality as Santa Barbara. Complete all required fields with **red asterisks**. Skip steps 7-8 and continue to step 9.

Account Setup

New Business in Municipality / New Owner / New FEIN

If you are a new business or a new owner of an existing business, please see business certificate application.

Select State(s)

Select the states that you will be filing in (select all that apply).*

Nothing selected

Step 7: Renewing accounts should select the second option as a renewal. It will prompt to enter the account number and business name exactly as it is listed on your renewal notice or previous tax certificate.

Renewal and Existing License / Account

Enter your account number and business name as it appears on your correspondence from the taxing administrator.

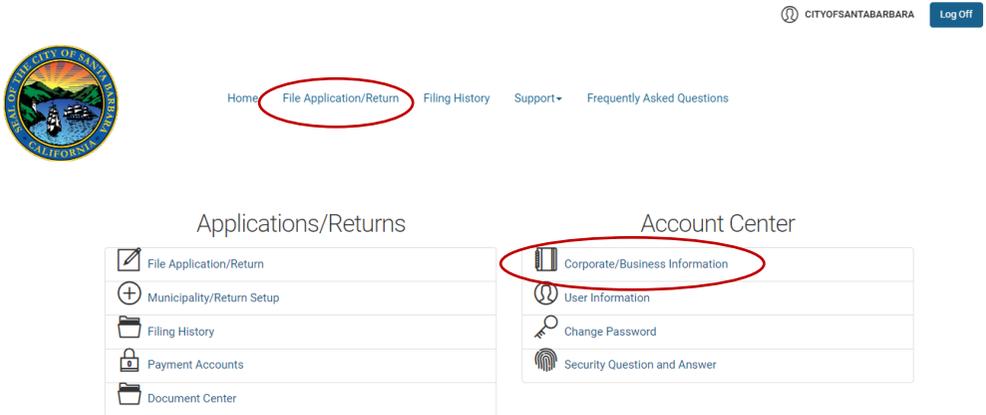
Not all existing accounts are available on the online portal yet. If we are unable to find your account, you will still be able to continue the online registration.

Account Number* Business Name*

Step 8: If the entered business information is correct, a green message will show up, then click *Import and continue*.



Step 9: When you log in, or complete the new business setup, you will be directed to the home page. You can navigate your filings from here. To begin the tax payment process, click *File Application/Return*.



***If any of your business information has changed, including change of physical or mailing address, business structure, or business name, edit the information by clicking *Corporate/Business Information* prior to filing a return.**

Step 10: Questions 1-4 are preselected – do not change them. Start with question 5 and answer *No* through question 7. Question 8 is preselected, so click *Next* to proceed.

File Application/Return

Select the state, municipality/return, filing period and business location you would like to file. Click **Next** to proceed.

1. Select a State*

Is your state not listed? [Click here to add the municipality/return.](#)

2. Select a Municipality*

Is your municipality/return not listed? [Click here to add the municipality/return.](#)

3. Select a Filing Period *

4. Select a business location.*

5. Is this a New Business not previously registered with the City of Santa Barbara?*

Yes No

6. Has this physical location changed since your last business license issued by the City of Santa Barbara?*

Yes No

7. Has the ownership or FEIN of your business changed since your last filing with the City of Santa Barbara?*

Yes No

8. Filing type*

New Business Renewal

***If you have already updated your business information, or have renewed online in previous years, steps 11-16 may not be required. You can continue to step 17.**

Step 11: Review *location information*. Scroll down and verify information. Only complete missing fields that have asterisks.



California Applicants ONLY

Notification: Fields highlighted in blue shall be considered public information per the California Public Records Act and CA. Bus. & Prof. Code § 16000.1. If Applicant's business mailing address is a residential address, that address will be subject to public disclosure unless Applicant provides a different address (e.g. PO Box) where the Applicant consents to receive service of process.

Please review the corporate/business and location information displayed below. If you need to make a change, please modify the information and click Save. Once reviewed, click Next to continue.

[Cancel](#) [Back](#) [Next](#)

Step 12: If required, Partner Information needs to be completed with the owner of the business. **Fields without asterisks do not need to be completed.**

Partner 1

Name *

Step 13: Copy the Location Name to the Trade Name if they are blank.

Location Information

Location Name*

Trade Name*

Step 14: Enter the 4 digit SIC Code. If you do not know your SIC code, click the “Click Here” link and search for the 4-digit code that most closely corresponds to your business type.

Sic Code* [? Click Here](#)

Step 15: Click on the box that checks the physical and mailing address are the same as the corporate address. The corporate address is what we currently have on file. **If you need to update your physical or mailing address, see Step 9.**

Physical Address

Same as Corporate/Business Address?

Step 16: Select if the physical address is a residential *or* is not a residential address. Click *Save*. The page will refresh and should create a *Next* button; click this button to continue.

Is This Address Residential?*

The business location or job site address provided IS NOT a residential address.

The business location or job site address IS A RESIDENTIAL ADDRESS.

Save

Step 17: A pop-up will occur with additional business information with links to other agencies. Read through and click *acknowledge*.

California Applicants

NOTICE TO APPLICANTS FOR BUSINESS LICENSES AND COMMERCIAL BUILDING PERMITS

(Issued 12-28-18)

Under federal and state law, compliance with disability access laws is a serious and significant responsibility that applies to all California building owners and tenants with buildings open to the public. You may obtain information about your legal obligations and how to comply with disability access laws at the following agencies:

DEPARTMENT OF GENERAL SERVICES, Division of the State Architect, CASp Program
www.dgs.ca.gov/dsa
www.dgs.ca.gov/casp

DEPARTMENT OF REHABILITATION, Disability Access Services
www.dor.ca.gov
www.rehab.cahwnet.gov/disabilityaccessinfo

DEPARTMENT OF GENERALSERVICES, California Commission on Disability Access

Acknowledge

***All acknowledgements can be accepted to continue.
Additional documentation may be required for new applicants only
(there will be an upload section if documentation is required).
Renewal accounts do not need to provide additional documentation.**

Step 18: Answer the following questions. Steps 1 & 2 are already completed, so answer questions 3-4 based on the physical location of the business. These answers will change the business types shown in Step 19.

Santa Barbara Business License

Renewal License Only

Filing Period Annual - 2024

File Date 01/21/2024

This application/return will not be filed until the file date specified.
When payment is made with a bank account, payment will not be processed until the file date.
When payment is made with a credit card, the file date must be set to today's date.

Step 1 - Select the date this business started within Santa Barbara OR changed location / FEIN.

Step 2 - Is this business involved in the Cannabis Industry?

Yes No

Step 3 - Is this a Home-Based Business?

Yes No

Step 4 - Is this business physically located within the City of Santa Barbara?

Yes No

Step 19: Add your business license description from the drop-down menu exactly as it is listed on your renewal notice or previous tax certificate.

- Select a Business License -

Click to Add Business License

Step 20: The license type adds to the bottom of the page. Scroll down and enter either units or gross receipts.

“Units” means number of people for most business types.

“Gross Receipts” is the amount you charged your customers in the previous calendar year.

The tax automatically calculates.

Application/Return Setup

Hover over a table field to view additional details.

License Type	Unit(s)	Penalty	Total Fee	Credit	Net Due
PROFESSIONAL SERVICES (199-00)	<input type="text" value="2"/>	\$0.00	\$200.00		\$200.00 
STATE DISABILITY ACCESS FEE AB 1379 (10-00)		\$0.00	\$4.00		\$4.00

Step 21: Review the application/return information by ensuring you selected the correct business description and schedule code.

Review Application/Return Information

Review your information before continuing. If you need to add or edit the list of municipalities and/or license categories that you have selected, click the **BACK** button to make edits. If everything is correct, click **NEXT** to continue. After your return is submitted, revisions could require a paper amended return.

Municipality	License Type	Total Due
Santa Barbara	PROFESSIONAL SERVICES (199-00)	\$200.00
Santa Barbara	STATE DISABILITY ACCESS FEE AB 1379 (10-00)	\$4.00
ISSUANCE FEE TOTAL		\$0.00
		\$204.00



Step 22: Choose your payment method and enter the information. You can use the routing and account number from a bank account, or the card information on any Mastercard, Visa, or Discover card. There is no processing fee to pay from a bank account (the first option).

e-Pay from a New Checking or Savings Account
 e-Pay with a Credit Card 

Step 23: Review all the information on your account for accuracy. Click Submit to complete your filing.

Summary

Click **Submit** to submit your application/return and payment method to receive a confirmation number.

Step 24: The page should now say your *application/return successfully filed*. Print the confirmation page by selecting *Print/View*. You can use this as a temporary business license tax certificate until you receive yours in the mail. You do not need to send this confirmation to anyone.

Application/Return Successfully Filed

Application/Return Name	Confirmation Number	Amount	Convenience Fee/Surcharge	Total	
Santa Barbara Business License		\$204.00	\$0.00	\$204.00	Print/View

[Click here to view/print the CA Disability Access Requirements and Resources Notice to Applicants for Business License and Commercial Building Permits](#)

The confirmation number displayed indicates that the application/return and payment information will be made available to the taxing authority on the File Date previously selected. The application/return renders as a PDF. In order to view the application/return, please download/use Adobe Acrobat Reader.

[Click here to submit a copy of the required documentation to Avenu.](#)

[Email Documents to Avenu](#) [Done](#)

Frequently Asked Questions:

How long is this tax certificate good for?

All business license tax certificates expire December 31st of each year, regardless of when a return or application is filed.

How long will it take to receive the tax certificate in the mail (business license)?

It takes approximately 4 to 8 weeks to process. A paper copy of the business license will be mailed to your mailing address on file.

How will I get my tax certificate?

The business license tax certificate will be printed and mailed. You can email SantaBarbaraSupport@AvenuInsights.com and request an emailed pdf copy.

Who should I contact if I don't receive the tax certificate?

Contact Avenu Insights & Analytics at their toll-free phone (877) 779-7222 or email SantaBarbaraSupport@AvenuInsights.com.

What do I do if I get stuck on the webpage?

Attempt to click the *Home* button. If this works, click *File Application/Return* and continue to file your tax return. If this does not work, contact Avenu at (877) 779-7222 or email SantaBarbaraSupport@AvenuInsights.com.

Frequently Asked Questions (cont.):

I called and no one answered.

Call (877)779-7222 and listen to the entire message before selecting an option. Once the message is complete, select 1. Wait approximately three minutes, and the recording will ask to make a selection – select 1 to continue to a representative (it will take more than 30 minutes due to call volume), select 2 to leave a phone number for them to call back (you will receive a call back within 24 hours).

I emailed them and it bounced back.

Ensure the email is spelled correctly. Avenu does not have an “E” at the end of the word. Also check that all words are included in the email SantaBarbaraSupport@AvenuInsights.com.

How can I update my address?

You can update your physical and mailing address at any time, including before or after you have completed your filing, by logging in to your account and updating the information listed on your contact information page. See Step 9 of the instructions.

What do I do if I changed from a sole proprietor to an LLC/Corporation?

If the owner of the business remains the same, and no additional partners are acquired, you can update this information by logging into your Avenu account and clicking on *Corporate/Business Information*.

Do I need to file a new application if the ownership has changed?

Yes, a change in ownership requires the current account to be closed and a new account be filed.

Frequently Asked Questions (cont.):

Do I need to file the business license tax if I work from home?

Yes. Businesses operating from the home also require payment of a business license tax. The City's Zoning Ordinance regulates the type of business operations that may be done in the home.

What is a Practitioner Account and how do I set one up?

A practitioner account is for tax preparers, CPAs, and filing practitioners who manage multiple business accounts for multiple clients. Follow Steps 1-4 of the filing guide. If you file multiple business accounts for multiple clients, each business account will need to have its own username and password created. Then, the business accounts can be linked to the practitioner account.

What do I do if I forgot my username or password?

Go to the website SantaBarbara.BizLicenseOnline.com and click on *Forgot Username* or *Forgot Password*. You will be prompted to enter the email you initially signed up with. If your email cannot be found, you can contact Avenu to assist with the retrieval process, or you can Sign Up again and create a new log in.

**For more frequently asked questions and answers, visit
<https://SantaBarbaraCA.gov> and click **Business >
Business Licensing > Business License FAQs****