



Business Permits

User Guide

To create a business account to enable you to buy permits, you will need to select the 'Business' option.



My permit account registration - step one

(You must fill in all fields marked *)

- * Account type :
- Resident
 - Staff
 - Business
 - Non-Resident
 - Knightfrank
 - Native-Housing
 - Durham City Congestion Charge

Please register with an email address and password. You will be sent a confirmation email. Your account will not be active until you have clicked on the link in this email.

* Email :

* Password :

* Confirm password :

Password must contain at least 8 characters including one lower case, one upper case and one numeric character.

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

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Follow the steps listed in Account set up, then when you have accessed your account you will see the main screen.



My details

View or change your details



Permit application

Apply for a permit



My permit applications

View your applications



My permits

View and renew your permits

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Click on 'Permit Application – Apply for a Permit.'

Permit application

Permit category *(You must fill in all fields marked *)*

Please select the type of permit you require.

* Permit category :

Address details *(You must fill in all fields marked *)*

Address :

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Under permit category, you will need to select 'Business Permits' and this will then automatically show your address in the details box.

You will then need to fill in the vehicle details, Business details and you will notice a questions box at the bottom which will ask you to confirm that you acknowledge the permit is only valid in On-street Pay and Display bays.

Permit application

Permit type
*(You must fill in all fields marked *)*

Please choose a particular permit.

* Permit type :

Please note: Permits will not be issued on weekends or Bank Holidays.
When choosing your start date, please bear this mind when selecting a start date for your permit to begin.

* Zone :

* Issue period :

[View price scheme](#)

* Start date :

Expiry date :

Applicant details

Title :

Forename :

Surname :

Email address :

* Daytime phone :

Business details
*(You must fill in all fields marked *)*

* Business name :

Department :

Vehicle details
*(You must fill in all fields marked *)*

* Vehicle registration :

* Colour :

* Make :

Questions
*(You must fill in all fields marked *)*

* I acknowledge my permit is only valid in On-Street Pay & Display Bays and Permit Holder areas

You will then click next and review the permit application, this will confirm the details you have inputted, and you will then see the Terms and Conditions. Tick this box and click proceed.

Please click the link to view the Terms and Conditions

I accept the terms and conditions

After clicking proceed the permit is now confirmed but will not be issued until supporting documentation is uploaded and payment is made.

Permit application confirmation

Application number : 1821549
Application date : 04/09/2023
Permit type : Business
Start date : 04/09/2023
Period : 12 months
Price : £375.00

Thank you for your application.

To move on to the next stage of the application you will now need to upload your proof documentation by clicking the "Upload Supporting Documents" button.

PLEASE NOTE that If you press the "cancel" button without providing proof documents your application will be declined and you will be required to complete the application again.

Cancel

Save application

Upload supporting documents

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To approve the permit, we will require two documents of proof to be uploaded. This will then be reviewed, and a decision will be made based on the information provided.

Upload supporting documentation

Application number : 2432601
Application date : 15/10/2024
Permit type : Business
Start date : 15/10/2024
Period : 12 months
Price : £375.00

Please note you **must** provide an up to date proof of Business Rates Bill with your supporting documentation.

If you do not include this, your Business Permit Application will be denied.

You will also need to upload:

1 x Business Address Proof

1 x Vehicle proof

You may upload up to **3** documents.

Each document must not be greater than **5MB** in size and must be one of the following types:

- Scanned document or photo in JPEG format (jpg, jpeg)
- Microsoft Word document (doc, docx)
- Rich Text document (rtf)
- Microsoft PowerPoint document (ppt, pptx)
- Scanned document or photo in TIFF format (tif, tiff)
- Bitmap Image (bmp)
- Portable Document Format (pdf)
- Scanned document or photo in PNG format (png)

New proof documents :

+ Add document

Cancel

Upload documents

You will then be asked to select a document type from the drop down menu, this will show you the documents we can accept as proof. Then select browse to upload the documentation.

Permit application confirmation


Application number : 1821549
 Application date : 04/09/2023
 Permit type : Business
 Start date : 04/09/2023
 Period : 12 months
 Price : £375.00

Your supporting documents have been saved together with your application. Your application will be reviewed and you will be contacted shortly.

Finish

Your application will now be reviewed by the team who will notify you of the decision. You will receive confirmation by email if the permit has been approved.

Once you have received an email, you may go back onto your account and go to 'My Permit Applications' where you will see the status of the application has changed.


My account
Change password
Close account
Log out

My permit applications

[+ New permit application](#)

| Permit type | Vehicles | Application number | Application date | | |
|-------------|----------|--------------------|------------------|------------------------------|--------------|
| Business | T6 | 1821549 | 04/09/2023 | Under offer since 04/09/2023 | Accept offer |

Total items : 1

Page size : 10

Back

You will then select the 'accept offer' button which will open a page to say accept offer 'Accept' or 'Decline.'

Accept offer

Application number : 1821549
Permit type : Business
Start date : 04/09/2023
Expiry date : 03/09/2024
Price : £375.00

Further to your permit application you have been offered a permit.
Please accept or decline this offer.

[Cancel](#) [Decline](#) [Accept](#)

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Once you have accepted the offer, you will now be required to make payment otherwise the permit will not be valid and the vehicle may be issued with a Penalty Charge Notice.

Offer accepted

Application number : 1821549
Permit type : Business
Start date : 04/09/2023
Expiry date : 03/09/2024
Price : £375.00

Your permit will be issued once your payment has been taken. Please use the payment button.

[Cancel](#) [Make payment](#)

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How to make payment

PLEASE NOTE: Payment must be made prior to being issued with the permit, without evidence of payment found to have been made, our Civil Enforcement Officers may issue the vehicle with a Penalty Charge Notice (PCN).

If you select 'Make Payment' you will be then transferred to the payment screen where you would need to make payment using a credit/debit card by entering the billing address and card details.

ConnectPay

Your order

| |
|---|
| APP_1810347_1693302879 Amount to Pay |
| Total (GBP) |

Billing address ?

| | |
|---|--------------------------------------|
| First name | Last name |
| <input type="text" value="First name"/> | <input type="text" value="Surname"/> |
| Email (Optional) | |
| <input type="text" value="you@example.com"/> | |
| Address Line 1 | |
| <input type="text" value="1234 Main Street"/> | |
| Address 2(Optional) | |
| <input type="text" value="Apartment or suite"/> | |
| City | |
| <input type="text" value="City or Town"/> | |
| Country | Postcode |
| <input type="text" value="United Kingdom"/> | <input type="text" value="AB1 2CD"/> |

Once payment has been made, you will receive confirmation of the payment being successful and the permit being issued.