



GUIDE TO RENEWING YOUR LICENSE ONLINE

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ST. PETERS ONLINE LICENSING PORTAL



Go to the City of St. Peters Online Portal CitizenServe.

The following link is to the City's new online licensing portal. Copy and paste the following in to your web browser:

<https://www.citizenserve.com/stpetersmo>



Click on RENEW A LICENSE under the LICENSING section on the home screen.

ST. PETERS MISSOURI

Home Services Search Reports My Account Contact

WELCOME TO OUR ONLINE PORTAL

Thank you for visiting our online portal website where you can access online services from your home, office, or mobile device.

Please note: Our offices will be closed and inspections will not be available on the following days:
October 12, 2020 - Columbus Day
November 11, 2020 - Veterans Day
November 26 & 27, 2020 - Thanksgiving Holiday

Online Services You Need

LICENSING
Conducting business in the City of St. Peters? Constructing or adding onto a commercial or industrial building? Installing a sign? Learn when a license is required, submittal requirements, apply online, pay license fees, and view the status of your license application all from your home, office or mobile device.
[APPLY FOR A LICENSE →](#)
[RENEW A LICENSE →](#)
[SEARCH FOR A LICENSE →](#)
[LEARN MORE ABOUT LICENSING →](#)

PERMITTING
Remodeling or adding on to your home? Constructing or adding onto a commercial or industrial building? Installing a sign? Learn when you need a permit, submittal requirements, apply online, view review status, pay permit fees and schedule inspections all from your home, office or mobile device.
[APPLY FOR A PERMIT →](#)
[SEARCH FOR A PERMIT →](#)
[LEARN MORE ABOUT PERMITTING →](#)



LOGGING IN TO THE CITY'S ONLINE PORTAL

Review your 2021 Renewal Notice and find your log in information. This can be found on item #3 under Complete the online business license renewal(s)

You will use that information to log in under "Already have an account"

ARE YOU SOMEONE OTHER THAN THE PERSON WHO RECEIVED THE RENEWAL NOTICE?

[CLICK HERE](#)

If you did not receive a temporary User Name and Password:

If you did not receive a temporary user name and password then you have logged in to the portal prior to renewal notices. You will log in using the user name and password that you have set up.

[FORGOT YOUR USERNAME AND/OR PASSWORD?](#)

If you did receive a temporary User Name and Password:

If you received a temporary user name and password you will need to enter that information in to User Name and Password.

Click **LOGIN**.

DO NOT CLICK ON REGISTER NOW
All business licensing contacts have been added to the City's new online portal as users.



COMPLETE THIS STEP IF YOU RECEIVED A TEMPORARY USERNAME AND PASSWORD. IF NOT, SKIP THIS STEP.

➔ Type your temporary user name exactly as it appears on your renewal in the User Name field.

➔ Type the temporary password exactly as it appears on your renewal in the Password field.

➔ Click LOGIN.

Already have an account?

User Name:

amay@stpetersmo.net

Password:

.....

Remember my username and password

[FORGOT YOUR USERNAME →](#)

[FORGOT YOUR PASSWORD →](#)

LOGIN

****IMPORTANT: NOW CHOOSE YOUR OWN AND UNIQUE USER NAME AND PASSWORD**

➔ When prompted to create a new password, be sure to CLEAR OUT both the user name and password fields. Then type in your choice of user name and password.

*You may choose to use your email address as your user name.

➔ CLICK SAVE.

 Please create a new password.

User Name:

NEW_USER_NAME

Password:

.....

SAVE



SELECT LICENSE TO RENEW

Choose the license in which you want to renew. Click the License #.

License #	Name	License Type	Issue Date	Expires
CAL20-000005	TEST - COMMERCIAL ANIMAL RENEWALS	Commercial Animal License	11/06/2020	12/31/2020
FL20-000023	TEST - FOOD ESTABLISHMENT	Food License	11/06/2020	12/31/2020
GL20-000169	TEST - GENERAL BUSINESS COMMERCIAL	General Business License	11/10/2020	12/31/2020

Be sure you are on the RENEW MY LICENSE Screen.

This is where you will complete the business license renewal information.

RENEW MY LICENSE

Home / Services / Business Licenses / View License / Renew my license

indicates a required field

GL20-000169

TEST - GENERAL BUSINESS COMMERCIAL

5200 MEXICO RD

TIP:

*NOT SEEING 'RENEW MY LICENSE' AT THE TOP?

If you do not see "RENEW MY LICENSE" at the top of the page, then click on **Home** at the top of the page.

Once on the home page, select RENEW A LICENSE under the licensing section.

[Home](#) [Services](#) [Search](#) [Reports](#) [My Account](#) [Contact](#)

Services You Need



LICENSING

Conducting business in the City of St. Pet...
submittal requirements, apply online, pay

[APPLY FOR A LICENSE →](#)

[RENEW A LICENSE →](#)

[SEARCH FOR A LICENSE →](#)

[LEARN MORE ABOUT LICENSING →](#)



COMPLETE RENEWAL IN ITS ENTIRETY

The first 5 items:

- License #
- Name
- Address
- License Type
- Subtype

are view only. This information can not be modified.

RENEW MY LICENSE
Home / Services / Business Licenses / View License / Renew my license

indicates a required field

License #: GL20-000169

Name: TEST - GENERAL BUSINESS COMMERCIAL

Address: 5200 MEXICO RD

License Type: General Business License

Sub Type: Commercial In City Business

Note: *GREY FIELDS*

All grey fields shown on the renewal are view only fields. Changes to these fields are not permitted. *For example: the address field is the premises/business address in which the initial license was issued. Licenses are not transferable. So if the address has changed then a new license application, under the new address, would be required in place of the renewal.*

Also notice that if you move your cursor over view only fields you will see the following mouse icon: 
 This mouse icon symbol indicates “view only”

Why are these grey, view only, fields showing as required fields?

Because they are required on the initial license in which you are renewing.



COMPLETE RENEWAL IN ITS ENTIRETY

APPLICANT INFORMATION

UNDER APPLICANT INFORMATION

Review and make any changes to the applicant's contact information.

This information should be your personal contact information and not someone else's.

Verify the mailing address. This is your primary business address.

Be sure you have at least one phone number listed. The phone numbers under the APPLICANT INFORMATION section are the applicant's phone numbers and not necessarily the business entity's main phone number.

APPLICANT INFORMATION

Email: AMAY@STPETERSMO.NET

First Name: LICENSEE'S FIRST NAME

Last Name: LICENSEE'S LAST NAME

Home Address:

City, State, Zip:

Business Name: BUSINESS NAME

Mailing Address: BUSINESS MAILING ADDRESS

City, State, Zip: CITY MO 63376

at least one phone number is required

Home Phone:

Cell Phone:

Work Phone: (636) 477-6600

Fax:

IMPORTANT

The APPLICANT shall always be the licensee. As it pertains to all business licenses the licensee is the person who is renewing the license and receiving the license certificate to operate within the City of St. Peters. This person is also responsible for indicating any changes from the information previously furnished.

If the applicant is someone other than you, then DO NOT CONTINUE on this page. Contact the licensing office at: businesslicensing@stpetersmo.net to request a change in the applicant.



COMPLETE RENEWAL IN ITS ENTIRETY

LICENSE INFORMATION & CONTACTS

UNDER LICENSE INFORMATION
Verify the Business D/B/A "Doing Business As" name. If the name has changed please contact the licensing office.

Provide the main business phone number and website address.

Under CONTACTS
Update existing contact's information
and/or
Add owner, co-owner, and/or manager associated with the applicable business establishment

LICENSE INFORMATION

Business D/B/A Name:

DBA NAME

Business Phone:

Business Website Address:

CONTACTS

Please provide at least one contact other than the applicant below.

Business Owner:

CITY OF ST. PETERS - AMANDA MAY

Business Co-Owner:

Manager:

TO VIEW/MODIFY CONTACTS:

Click the three dots on the right of the contact field.

TO ADD A NEW CONTACT:

Click on the arrow and select ADD NEW CONTACT

CITY OF ST. PETERS - AMANDA MAY

View/Modify

CITY OF ST. PETERS - AMANDA MAY

Add new contact

CITY OF ST. PETERS - AMANDA MAY

CITY OF ST. PETERS - AMANDA MAY
CITY OF ST PETERS

Enter a new contact



COMPLETE RENEWAL IN ITS ENTIRETY

BUSINESS TYPE INFORMATION/ OPERATION DETAILS

The BUSINESS TYPE INFORMATION section and OPERATION DETAILS section on the renewal page contain all required information for your renewal. Complete any and all questions.

BUSINESS TYPE INFORMATION

OPERATION DETAILS

Any item that has a Select File button is a place in which you will be required to upload a document. Be sure all documents are saved as a .pdf, .jpg., or .gif

Insurance Certificate or Affidavit:

Select File

Any item that has a red line | is a required item to complete on the license renewal. If any required items are not completed you will not be able to SUBMIT your renewal. This includes uploading required documents or providing information within a field.

| Insurance Certificate or Affidavit:

Select File

Number of Employees

| Full Time:

***Don't have a required item?

If you do not have ALL the required items (*information, required documents, etc.*) you are unable to SUBMIT your renewal. You may click on your browser's back arrow to go back to view your licenses or you can close out of the portal completely.

[citizenserve.com/Portal/Porta](https://www.citizenserve.com/Portal/Porta)

Once you obtain all the required items, you can start over on completing the renewal process.

- Log back in to the Licensing Portal: <https://www.citizenserve.com/stpetersmo>
- Click on RENEW A LICENSE
- Complete the RENEW MY LICENSE page in its entirety





COMPLETE RENEWAL IN ITS ENTIRETY

EMERGENCY INFORMATION

The EMERGENCY INFORMATION section is required annually from all businesses within our City Limits.

Our Police Department needs updated and accurate information on file in the event of an emergency.

This e-form replaces the emergency information card from our previous mail-in renewal process.

EMERGENCY INFORMATION

PROVIDE AT LEAST ONE LOCAL EMERGENCY CONTACT

Name:

Phone Number:

Name:

Phone Number:

Name:

Phone Number:

Do you have an Alarm?:

Do you have a safe?:

Location of the safe:

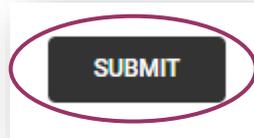
Are there ever any hazardous wastes on the premises?:

Do you authorize the St. Peters Police to enter into your place of business during non-business hours for the purpose of conducting a security check if the premises are found unsecure or there are other indication that an unauthorized individual may be on the premises?:



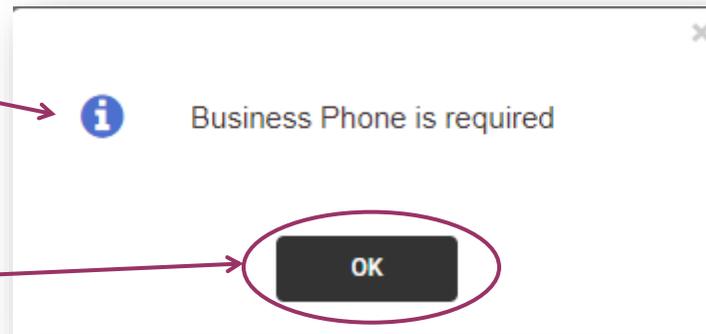
SUBMIT YOUR COMPLETED RENEWAL

Once you have completed all the information on the business license renewal screen, click the SUBMIT button located at the very bottom of your screen.



After you click the SUBMIT button you may see a pop up with the following icon: 

This icon tells you that there is a required field that is blank and/or incomplete.



Hit OK.

After you click OK the required field pop up will disappear. You will be back on the license renewal page where you can complete the information mentioned on the required field pop up.

*The example on this page shows:

 Business Phone is required

Which is prompting to complete the Business Phone field on the renewal page.

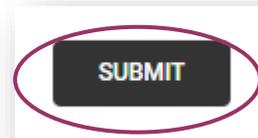
LICENSE INFORMATION

Business D/B/A Name:

Business Phone:

Business Website Address:

After you complete any missing required field, click the SUBMIT BUTTON





PAYMENT

If your business license has annual license fees due, the PAYMENT screen will appear after you submit your renewal.

RENEWAL fee(s) must be paid at the time you submit the renewal.

All renewals submitted without the amount due paid in full will be considered incomplete.

NOTICE

THE CITY DOES NOT ACCEPT AMERICAN EXPRESS CREDIT CARDS AS A FORM OF PAYMENT.

Complete all of your credit/debit card information on the payment screen, then click SUBMIT.

PAYMENT

Home / My account / View license / Renew license

****THE CITY DOES NOT ACCEPT AMERICAN EXPRESS****

License #: GL20-000169
Amount Due: \$130.00

Payment Amount:

Payment Type:

Cardholder Name:

Card Number:

Card Expiration Month / Year:

Security Code:

Billing Address:

Billing City:

Billing State:

Billing Zip:

SUBMIT



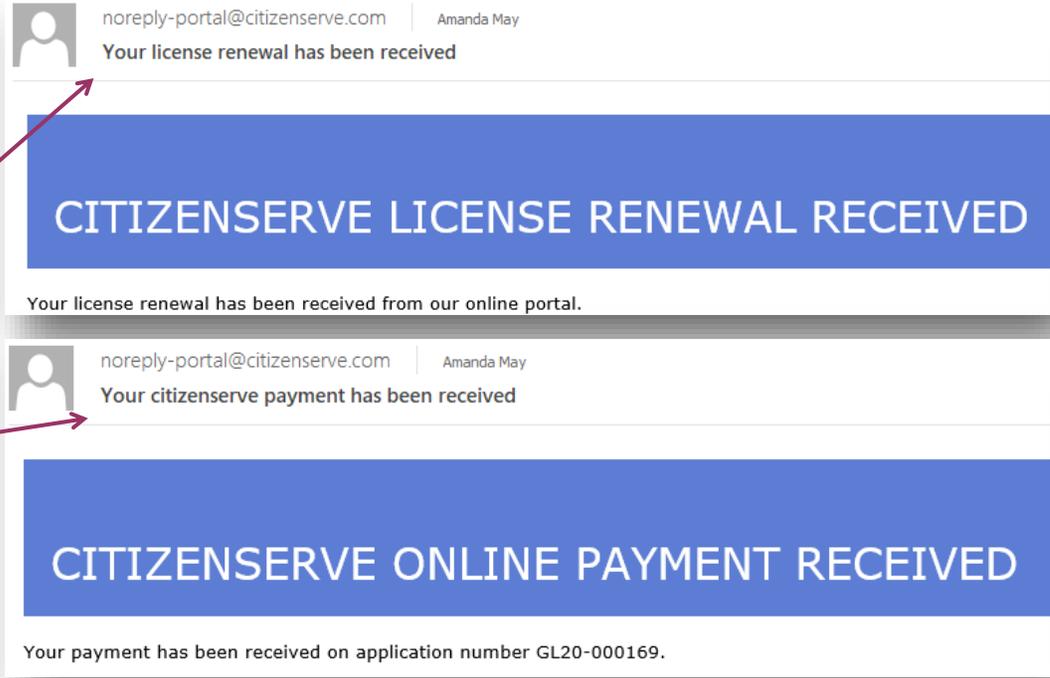
RENEWAL AND ONLINE PAYMENT RECEIVED

Once you have submitted the RENEWAL and the PAYMENT Please check your email associated with your St. Peters CitizenServe user account.

If your online license renewal was submitted you will receive an email confirmation.

If your online license renewal payment was complete you will receive an email confirmation.

Don't see the confirmation email(s)? Check your email junk or spam folder.



Once you have submitted the RENEWAL and the PAYMENT (if a license renewal amount is due) then your renewal has been submitted to the licensing office.

ALL LICENSE RENEWALS WILL BE REVIEWED IN THE ORDER IN WHICH THEY ARE RECEIVED.

- ⇒ If the renewal is complete, with all renewal requirements, and there are no outstanding taxes or fees due to the city, then your 2021 License Certificate will be processed electronically and emailed to you via CitizenServe.
- ⇒ If the renewal is incomplete, with pending renewal requirements, or there are outstanding taxes or past due fees owed to the city, then you will receive a separate email from the licensing office outlining any and all renewal requirements.



CHECKING THE STATUS OF YOUR LICENSE RENEWAL

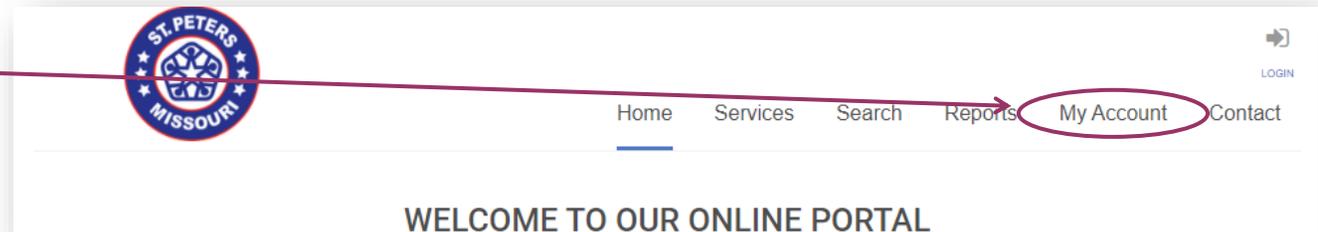
You can check the status of your license renewal(s) at any time.

Go to the City of St. Peters Online Portal CitizenServe.

The following link is to the City's new online licensing portal. Copy and paste the following in to your web browser:

<https://www.citizenserve.com/stpetersmo>

Click on MY ACCOUNT on the home screen.

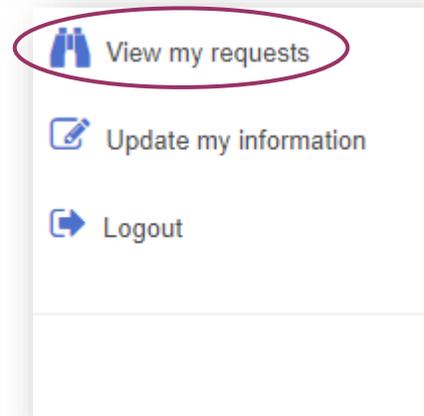


LOGIN with your User Name and Password.

User Name:
Password:
 Remember my username and password
[FORGOT YOUR USERNAME →](#)
[FORGOT YOUR PASSWORD →](#)

To review how to log in please see page 2 of this guide.

Click on View my requests.





CHECKING THE STATUS OF YOUR LICENSE RENEWAL

Continued

Review license renewal statuses under the MY REQUESTS page.

MY REQUESTS

Home / My Account / My Requests

View My Business Licenses

Issued All

1-17 of 17

License #	Name	Address	Issue Date	Status	Balance Due
GL20-000169	TEST - GENERAL BUSINESS COMMERCIAL	5200 MEXICO RD	11/10/2020	Renewal Under Review	\$0.00
OGL20-000230	TEST - OUT OF CITY VENDING COMPANY	111 ADDRESS DR	11/10/2020	Renewal Required	\$100.00

To open and view a license record entirely, click on the license number.

Once you open the license record you will be on the VIEW LICENSE page.

Make a payment: if for some reason you were unable to process your payment at the time your license renewal was submitted.

Upload Documents: If you need to submit any documents that were missing or not valid at the time your license renewal was submitted.

VIEW LICENSE

Home / Services / Business Licenses / View License

Make a payment

Upload documents

Leave message

License #: GL20-000169
Status: Renewal Under Review
Issue Date: 11/10/2020
Expiration Date: 12/31/2020
Balance Due: \$0.00
Name: TEST - GENERAL BUSINESS COMMERCIAL
Address: 5200 MEXICO RD





FORGOT YOUR USERNAME OR PASSWORD

If you have logged in to the St. Peters Licensing portal before, but forgot your username and/or password you can easily reset it.

If you remember your password but forgot your USER NAME then click on FORGOT YOUR USERNAME. Enter your email address associated with your account and click SUBMIT.

If you remember your user name but forgot your PASSWORD then click on FORGOT YOUR PASSWORD. Enter your user name and click SUBMIT.

If you forgot your username and/or password and do not know the email address on file please email Businesslicensing@stpetersmo.net

You will receive an e-mail from CitizenServe with your username, or temporary password.
Click on GO TO THE PORTAL to now log in

Already have an account?

User Name:

Password:

Remember my username and password

[FORGOT YOUR USERNAME →](#)

[FORGOT YOUR PASSWORD →](#)

Enter your email address below to have your username sent to you.

Email:

Enter your user name to reset your account and have a temporary password emailed to you.

User name:

noreply-portal@citizenserve.com

Your username request

Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

YOUR ACCOUNT INFORMATION

You recently requested your username on the Citizenserve portal.

User Name:
Contact Name:
Company Name:

[GO TO THE PORTAL >](#)



REQUEST ACCESS TO LICENSE RENEWAL

Business License renewals are sent to the last applicant on file.

If a change has occurred and a new contact needs to replace the current contact on file, the new contact must complete the form:

**“LICENSE RENEWAL ACCESS
REQUEST”**

**CLICK HERE TO COMPLETE ACCESS
REQUEST FORM**



ADD A CONTACT UNDER CONTACT SECTION

Each license renewal has a CONTACTS section. You must provide at least one contact other than the applicant such as a Business Owner or Manager.

View an existing contact.

Click on the three dots on the right of the contact field.

This opens up the contact so you can verify the information is correct.

Add a new contact.

Click on the down arrow located to the right of the contact field.

Click on ENTER A NEW CONTACT

Complete the contact information in its entirety to include the contact's first and last name, email, phone, company, and business address.

IMPORTANT Be sure the email address is the email address associated with that contact person and not someone else's.

CITY OF ST. PETERS - AMANDA MAY

Contact Type: Contact

Personal Information:
 First Name: AMANDA
 Last Name: [REDACTED]
 Home Address:
 Line1: [REDACTED]
 Line2: [REDACTED]
 City,State,Zip: SAINT PE MC 63376

Contact Information:
 E-mail: [REDACTED].NET
 Phone Numbers:
 Home: [REDACTED]
 Work: (636) 477-6600
 Cell: [REDACTED]
 Fax: [REDACTED]

Company Information:
 Name: CITY OF ST. PETERS
 Business Address:
 Line1: MAILING ADDRESS
 Line2: [REDACTED]
 City,State,Zip: ST. PETEF MC 63376

OK

CITY OF ST. PETERS - AMANDA MAY

CITY OF ST. PETERS - AMANDA MAY

CITY OF ST. PETERS - AMANDA MAY

Enter a new contact

Personal Information:
 | First Name: [REDACTED]
 | Last Name: [REDACTED]
 Home Address:
 | Line1: [REDACTED]
 Line2: [REDACTED]
 City,State,Zip: [REDACTED] [REDACTED] [REDACTED]

Contact Information:
 | E-mail: [REDACTED]
 | Phone Numbers (at least one phone number is required)
 Home: [REDACTED]
 Work: [REDACTED]
 Cell: [REDACTED]
 Fax: [REDACTED]

Company Information:
 | Name: [REDACTED]
 Business Address:
 | Line1: [REDACTED]
 Line2: [REDACTED]
 City,State,Zip: [REDACTED] [REDACTED] [REDACTED]

SAVE