



CITY OF NOVATO 2016 BUSINESS LICENSE RENEWAL NOTICE

FREQUENTLY ASKED QUESTIONS

For more information, please visit:

novato.org/BL

Q: Why a new renewal notice?

A: To make it quick and easy for Novato businesses to renew their business licenses. Recently, the City launched a new business license software system which can now accept credit card payments for business license renewals.

Q: How do I calculate my business license fee cost?

A: The calculation of the fee is based on the type of business you own. The form shows how to calculate your renewal fee, specific to your type of business. For most businesses, there is a base rate which increases based on the number of employees working at your business. Calculations for some businesses are based on gross receipts, number of rental units, etc. **Fill in the form with the information applicable to your business to calculate your fee.**

Q: How can I renew my business license online?

A: Go to **novato.org/BL** to renew your license online. Once you are on the secure renewal page, **enter your License Number and Security Code**, both of which are listed on your Renewal Notice. After logging in, you will be able to update your business information, calculate your fee, and pay by credit card. The online renewal system accepts Visa, Mastercard and Discover. There is no convenience fee at this time for paying by credit card via the online renewal system and it is a secured payment system.

Q: How can I renew my business license other than using the online system?

A: Submit the completed Renewal Notice with a check for the amount due in the enclosed return envelope. **Please do not mail cash.** To pay your license renewal in cash, please visit the City Administrative Offices at 922 Machin Ave, Novato, CA 94945 between 9 a.m.–5 p.m., except alternating Fridays (see novato.org/calendar for details).

Q: What if I am no longer in business in Novato?

A: Check the box at the bottom of the Renewal Notice indicating you have ceased doing business in Novato, fill in the date you ceased business, sign the form, and return in the enclosed envelope. The signed form will serve as your “Dissolution of Business” notice to the City.

Q: What if my business information has changed?

A: The online renewal system will allow you to update information about your business (e.g. phone number, email address, etc.) once you have logged in to the secure site with your License Number and Security Code. Changes to this information will be automatically processed in our system once you have submitted your renewal.

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THE CITY OF
NOVATO
CALIFORNIA