

Spotlight On

Oracle Public Sector Permitting and Licensing Update 25B



Permits

Autorefresh and Save
Snapshot of Contractor
License Details in Permit

Active Filter for Public User
Inspections List

Reinspection Indicator and
Reinspection History for
Inspector Application

Permits

Autorefresh and Save Snapshot of Contractor License Details in Permit

Go to Permit Applications

Actions ▾ Pay Fees

Commercial Renovation • COMREN-2025-00003

Payment pend...

1 ARGUS CT, ALAMEDA, CA 94502

Overview
Application
Application Details
Property Information
Attachments
Conditions
Related Transactions
Fees and Payments
Fees and Payments
Due 170.60 USD
Progress
Plan Reviews
Inspections
Status History
Time Recording
People
Contacts
Contractor

Contractor

Is the applicant either a contractor or a contractor's authorized agent?



Search

2 items



License Number	License Type	Status	Conditions	Doing Busin...	Owner Name	Issue Date	Expire Date	Business License	Address	Actions
1000059	Contractor License	Active		BAKER ENERG	Y	1/11/15	1/30/25	None	140 DIAMOND CREE	...
8	General Contractor	Active		General		1/1/25	2/22/25	None	1111, Pleasanton, C	...

As agency staff and registered users work with permit applications in the Redwood Experience, they now always see the latest contractor license information. The contractor details are automatically refreshed on permits until they reach an end status.

In this example, the application is new and hasn't been accepted yet, as indicated by the payment pending status.

ORACLE

Go to Permit Application

Commercial

1 ARGUS CT, ALAMEDA, CA 94501

Overview

Application

- Application Details
- Property Information
- Attachments
- Conditions
- Related Transactions

Fees and Payments

- Fees and Payments

Progress

- Plan Reviews
- Inspections
- Status History
- Time Recording

People

- Contacts
- Contractor

Contractor Details

Business Name General	License Source CSLB	License Number 8
License Type General Contractor		Status Active
Source Status <input checked="" type="checkbox"/>		
Issue Date 1/1/25	Reissue Date <input type="button" value=""/>	
Expire Date 2/22/25		
Contact Persons		
<input type="button" value="Select Contacts"/>		
Business		
Doing Business As General		Owner Name
Ownership Type Corporation		
Email		
Country US	Phone	Ext
Country/Region United States		
Address Line 1		

Throughout the permit lifecycle, the contractor license information gets updated from the agency's main contractor list—or in some cases, an external source—and can't be modified on the permit.

Go to Permit Applications

Actions ▾ Pay Fees

Commercial Renovation • COMREN-2025-00003

1 ARGUS CT, ALAMEDA, CA 94502

1 condition • Notice

Inspection

Application	
Related Transactions	
Fees and Payments	
Fees and Payments	Due 0.00 USD
Progress	
Workflow	
Plan Reviews	
Inspections	
Status History	
Time Recording	
People	
Contacts	
Contractor	
Communication	
Communication	
Comments	

Contractor

Is the applicant either a contractor or a contractor's authorized agent?



Search

2 items



License Number	License Type	Status	Conditions	Doing Business As	Owner Name	Issue Date	Expire Date	Business License	Add	Actions
1000059	Contractor License	Active		BAKER ENERGY TEAM LLC		1/11/15	1/30/25	None	140	...
8	General Contractor	Active		General		1/1/25	2/22/25	None	111	...

[View History](#)

To preserve historical accuracy, snapshots of the contractor license details are taken as the application workflow progresses and saved with the permit. Now that the permit has reached the Inspection status, the system has captured some point-in-time records of the license details. Click the View History button to open the Contractor History page.

Contractor History

Search

6 items



History Date	Application Status	Business Name	Owner Name	License Number	License Type	License Status	Issue Date	Expire Date	Address	Phone
2/18/25	Inspection	General		8	General Contractor	Active	1/1/25	2/22/25	1111, Pleasanton, California, California, 94588	
2/18/25	Inspection	BAKER ENERGY TEAM LLC		1000059	Contractor License	Active	1/11/15	1/30/25	140 DIAMOND CREEK PLACE, ROSEVILLE, Roseville, California, 95747	+1 (916) 74
2/18/25	Permit Issued	General		8	General Contractor	Active	1/1/25	2/22/25	1111, Pleasanton, California, California, 94588	
2/18/25	Permit Issued	BAKER ENERGY TEAM LLC		1000059	Contractor License	Active	1/11/15	1/30/25	140 DIAMOND CREEK PLACE, ROSEVILLE, Roseville, California, 95747	+1 (916) 74
2/18/25	Submitted	General		8	General Contractor	Active	1/1/25	2/22/25	1111, Pleasanton, California, California, 94588	
2/18/25	Submitted	BAKER ENERGY TEAM LLC		1000059	Contractor License	Active	1/11/15	1/30/25	140 DIAMOND CREEK PLACE, ROSEVILLE, Roseville, California, 95747	+1 (916) 74

The history on the permit retains the contractor license details for each contractor at the time each workflow status is reached. Your agency can also customize the timing of additional snapshots.



Permits

Reinspection Indicator and Reinspection History for Inspector Application

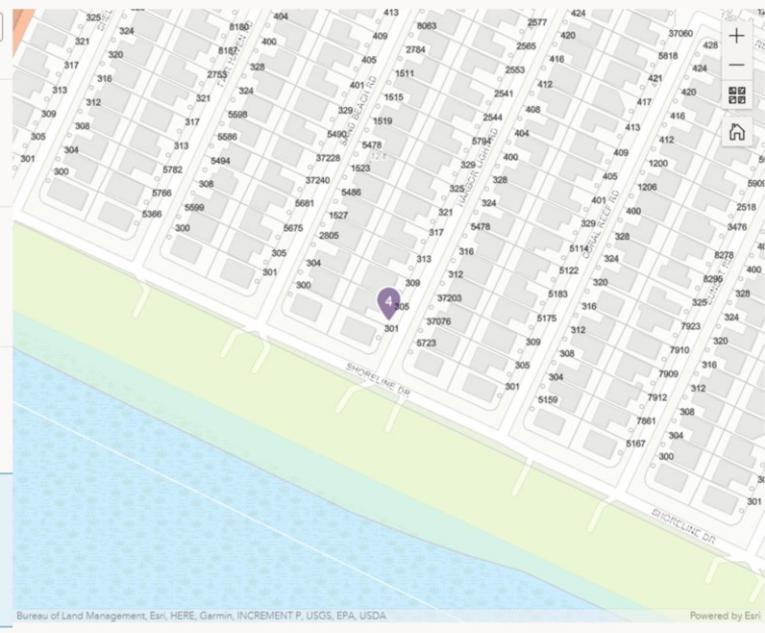
Inspection Tasks

Q Schedule date 2025-02-14 X Inspector Dan Green X Status Scheduled including overdue X Search

1 of 8 selected Result Multiple Sort By ▾

TSQA_INSP_TYPE	Address	Inspector	Status
2/3/25	1069 CAMELLIA DR, ALAMEDA	Dan Green	Overdue
107 Driveway	3273 ADAMS ST, ALAMEDA	Dan Green	Overdue
2/8/25	305 HARBOR LIGHT RD, ALAMEDA	Dan Green	Overdue
104 Footings	305 HARBOR LIGHT RD, ALAMEDA	Dan Green	Overdue
2/10/25	305 HARBOR LIGHT RD, ALAMEDA	Dan Green	Overdue
1 Reinspection	Fence Inspection	Dan Green	Overdue

Powered by Esri



In the Inspector Application, inspectors can now easily identify which of the inspections in the daily list are reinspections and quickly view a summary of the inspection's history. Reinspections of failed inspections are displayed with the scheduled tasks. Open an inspection task and go to the inspection overview panel in the inspection details.

Checklists

Fence Inspection Checklist
0 of 3 checklist items resulted

Comments

This is the reinspection after the first inspection failed.
2/7/25 5:32 PM; Last Updated
By Heather Franklin; Created By
Heather Franklin

Public

Attachments

Drag and Drop
Select or drop files here.

Search

No data to display.

Signature

Inspector signature
Not signed.
Required

Contractor signature
Not signed.

Owner signature
Not signed.

Overdue

Result

Inspection Location
305 HARBOR LIGHT RD,
ALAMEDA

Schedule
2/10/25 8:00 AM
Inspector Arrival 8:00 AM - 12:00
PM

Previous inspection 1/30/25

Inspector
Dan Green

Location Contact
Anne Lewis

Permit
Residential Fence
FNC-2025-00001
1 condition • Notice

Test

[View all checklists](#)

[View all comments](#) •••○

[View all attachments](#)

From here, inspectors and supervisors can access the previous inspections for the inspection type without navigating to the permit or business license application details. Click the previous inspection link to view the inspection history.

ORACLE

Back to tasks

 Fence Insp

INSP-2025-00045 • Requirements

Overdue

Result

Inspection Location
305 HARBOR LIGHT
ALAMEDA

Schedule
2/10/25 8:00 AM

Inspector Arrival
8:00 PM

Previous inspection

Inspector
Dan Green

Location Contact
Anne Lewis

Permit
Residential Fence
FNC-2025-00001
1 condition • Notice

Test

Inspection history

INSP-2025-00043
Fence Inspection
Inspector: Dan Green
Location Contact: Anne Lewis
Comments

Scheduled 2/10/25 8:00 AM

1 item

This is the reinspection after the first inspection failed.
2/7/25 5:32 PM; Last Updated By Heather Franklin; Created By Heather Franklin

Public

INSP-2025-00041
Fence Inspection
Inspector: Dan Green
Location Contact: Anne Lewis
Comments

Completed 2/7/25 5:22 PM
Failing Result
Major Violations: 3

1 item

Fence not properly secured against public walkway
2/7/25 5:21 PM; Last Updated By Heather Franklin; Created By Heather Franklin

Public



The Inspection history drawer displays the inspection information and comments for every reinspection, as well as for the original failed inspection.

Inspectors can go back to the current reinspection or click the link with the completed timestamp if they need more information about the failed inspection.

Fence Inspection
INSP-2025-00041 - Required

Completed

Inspection Location
305 HARBOR LIGHT RD, ALAMEDA

Schedule
1/30/25 8:00 AM
Inspector Arrival 8:00 AM - 12:00 PM

Reinspected 2/10/25

Inspection Result
Failing Result

Major Violations 3

Assess Fee
No

Inspector
Dan Green

Location Contact
Anne Lewis

Permit
Residential Fence
FNC-2025-00001
1 condition • Notice

Test

Checklists

Fence Inspection Checklist
3 of 3 checklist items resulted

Comments

Fence not properly secured against public walkway
2/7/25 5:21 PM; Last Updated By Heather Franklin; Created By Heather Franklin
Public

Attachments

Search

No data to display.

Signature

Inspector signature
Dan Green
2/7/25 5:20 PM
Required

Contractor signature
Not signed.

Owner signature
Not signed.

[View all checklists](#) [View all comments](#) [View all attachments](#)

You can drill into the details about the failed inspection or return to the current reinspection by clicking the back button.

For clear reference, reinspections are also identified on the page used for resulting multiple inspections at once.

Permits

Active Filter for Public User Inspections List

Active Filter for Public User Inspections List

The screenshot shows the 'Inspections' page of the City of Innovation website. At the top, there is a navigation bar with a lightbulb icon, the text 'City of INNOVATION', and various links like 'Home', 'OIC', and 'Add Inspection'. Below the navigation, there are tabs for 'All', 'Permits', and 'Business Licenses', with 'All' currently selected. A red box highlights the 'Filter By' section, which includes a toggle switch set to 'Active' and another switch for 'Pending'. A red arrow points from this section to a callout box containing the following text:

New Active filter to show only inspections for applications in an active status

The main content area displays two inspection entries:

Inspection ID	Applicant	Status
BLDG-INSP-2025-00062	RESADD-2025-00006 Residential Addition Construction Contractor 305 HARBOR LIGHT RD,ALAMEDA	Scheduled
BLDG-INSP-2025-00049	RESADD-2025-00006 Residential Addition Construction Contractor 305 HARBOR LIGHT RD,ALAMEDA	Requested

A new filter improves performance when loading the inspections list for an applicant or contact with application access. The **Active** filter is switched on by default to show only inspections for permit or business license applications that are not in an ending or terminal status (such as Void, Denied, and so on).

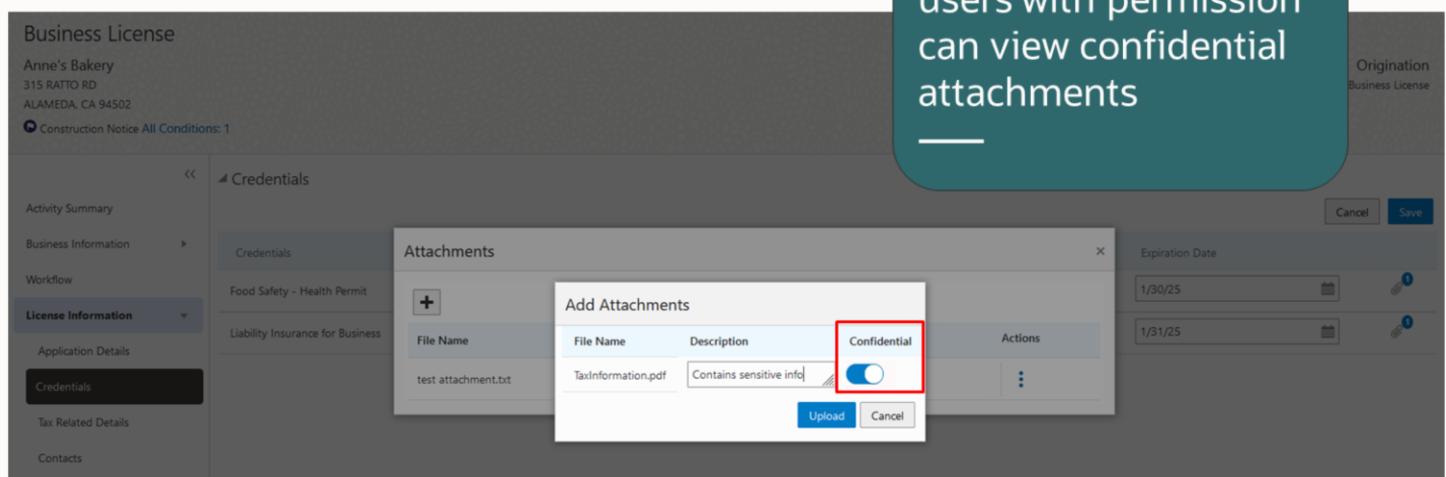
This completes the feature descriptions for Permits.



Business Licenses

Confidential Attachments for Credentials

Confidential Attachments for Credentials



Only agency staff and users with permission can view confidential attachments

Agency staff with permissions can now upload confidential attachments or update the confidential designation for business license credentials, during application intake and in the license application activity on the Credentials page.

Confidential attachments are used to keep sensitive content hidden from view by other users.

This completes the feature descriptions for Business Licenses.

Common Permitting and Licensing

[Redwood Experience for the Public User Landing Page](#)

[Void Offline and eCheck Payments](#)

[Apply Page Image Support](#)

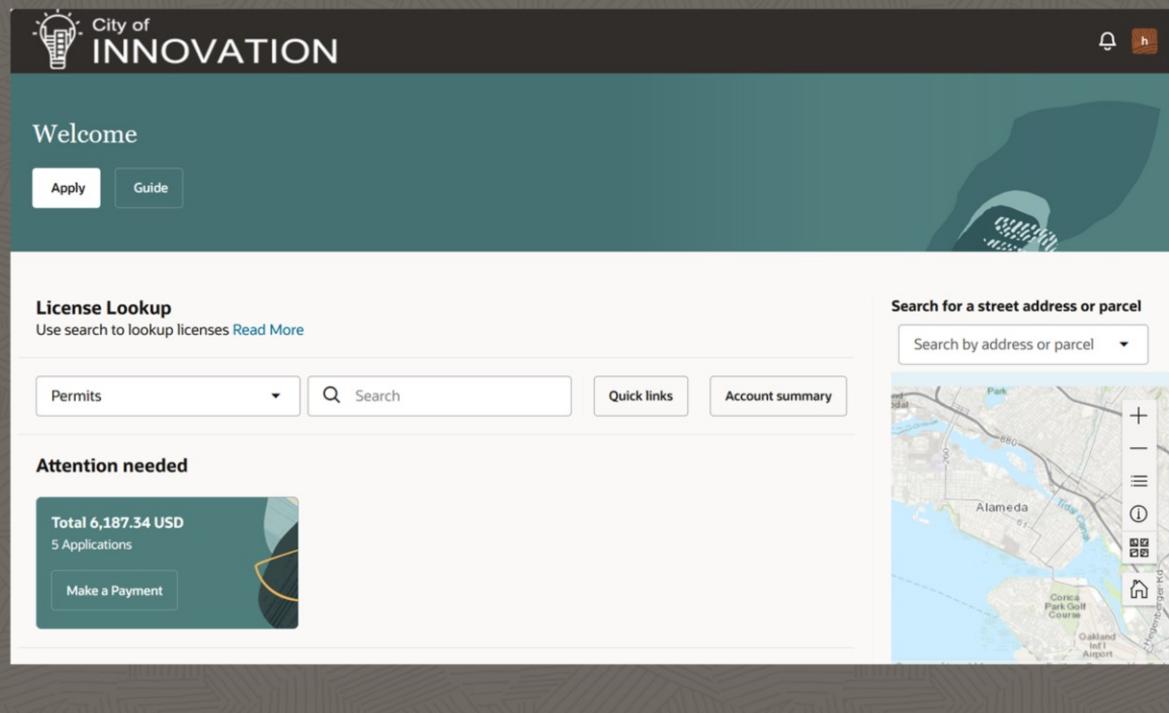
[Remove PayPal from Payment Processing](#)



Common Permitting and Licensing

Redwood Experience for the Public User Landing Page

Redwood Experience for the Public User Landing Page



Welcome

Apply Guide

License Lookup
Use search to lookup licenses [Read More](#)

Permits Search Quick links Account summary

Attention needed

Total 6,187.34 USD
5 Applications

Make a Payment

Search for a street address or parcel

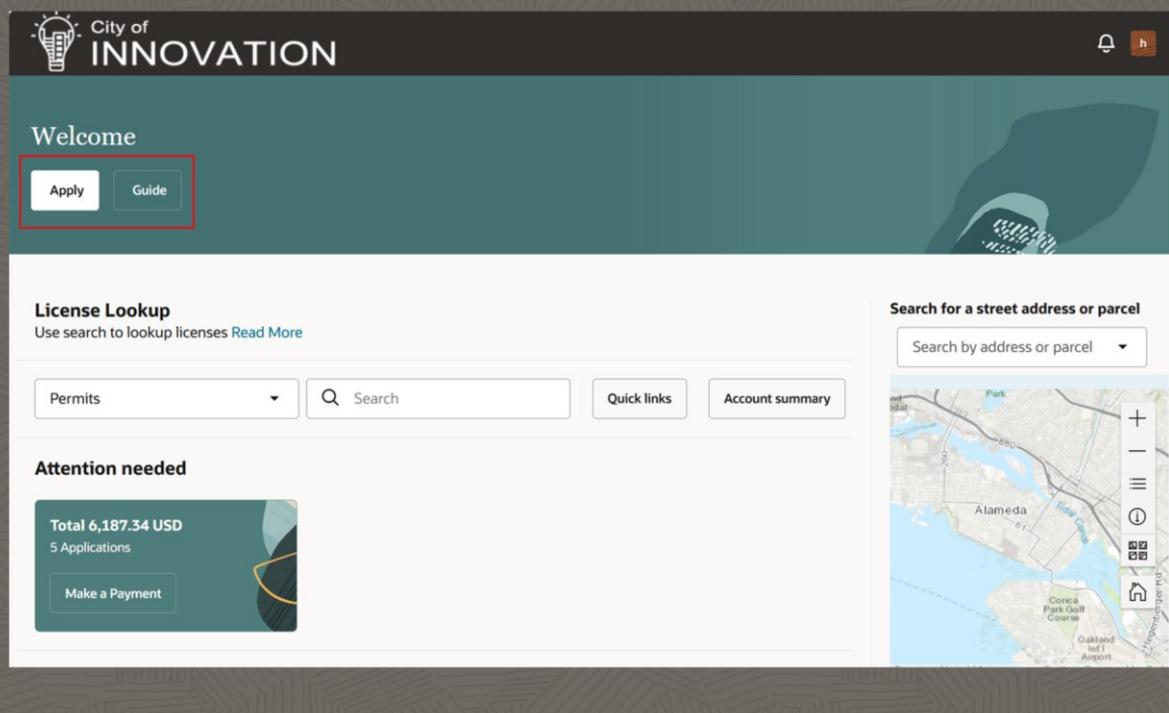
Search by address or parcel

Map of Alameda and Oakland showing locations like Alameda, Contra Park Golf Course, and Oakland Int'l Airport.

0

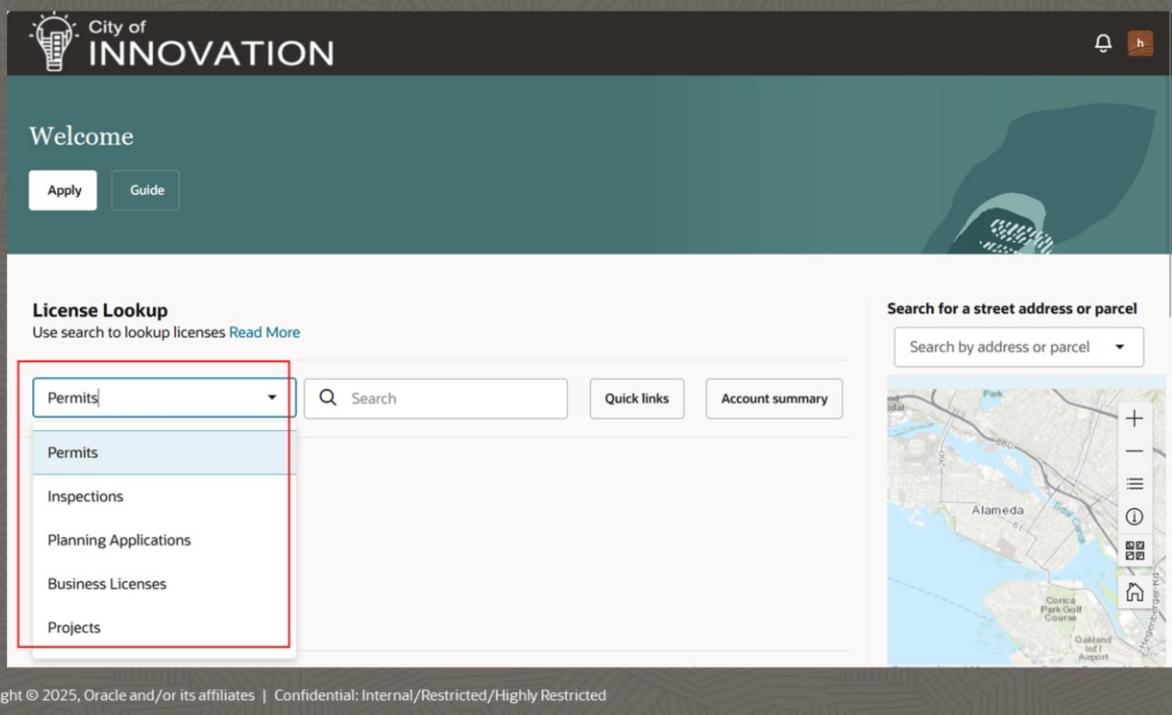
Public registered and guest users now have the Redwood Experience on their landing page. The new enhanced user experience streamlines the look and feel of the Public User Landing Page. Here, we'll walk through a registered public user's landing page.

Redwood Experience for the Public User Landing Page



The Welcome section at the top of the page displays the Apply and Guide buttons, by default.

Redwood Experience for the Public User Landing Page



Welcome

Apply Guide

License Lookup
Use search to lookup licenses [Read More](#)

Permits ▾

- Permits
- Inspections
- Planning Applications
- Business Licenses
- Projects

Search for a street address or parcel

Search by address or parcel

Permit

BBQ

Alameda

Yerba Buena

Corona Park Golf Course

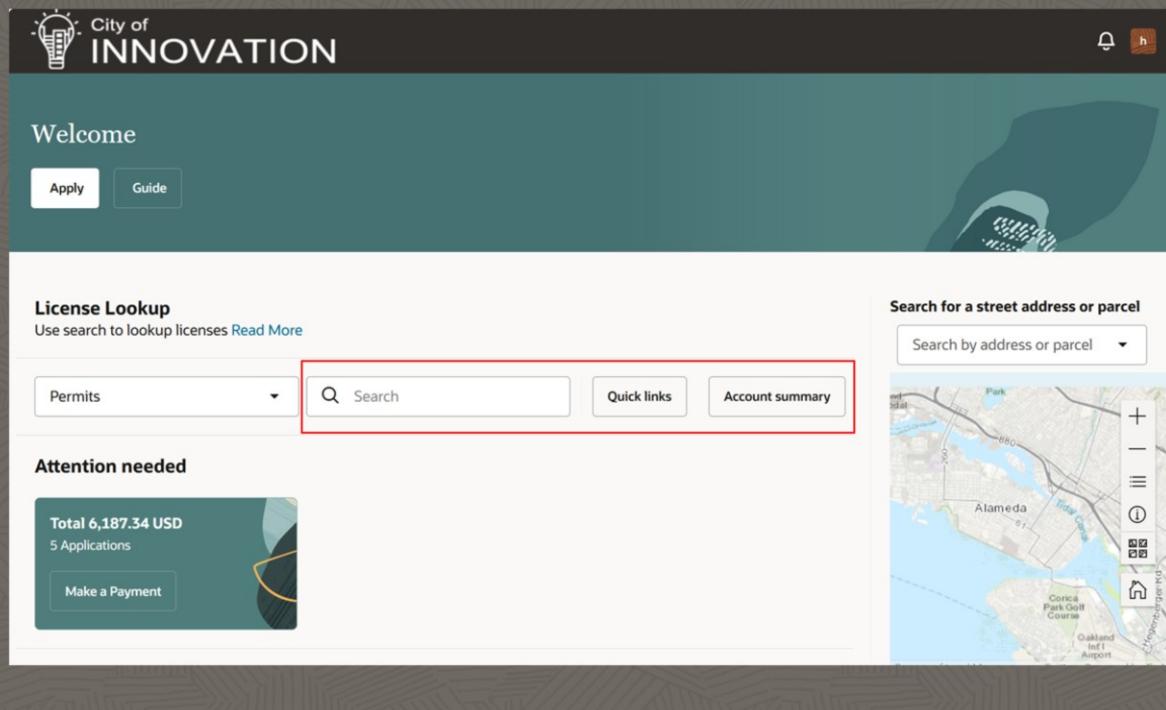
Oakland Int'l Airport

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O

Click the lookup menu to select an offering.

Redwood Experience for the Public User Landing Page



City of INNOVATION

Welcome

Apply Guide

License Lookup
Use search to lookup licenses [Read More](#)

Permits

Search

Quick links Account summary

Attention needed

Total 6,187.34 USD
5 Applications

Make a Payment

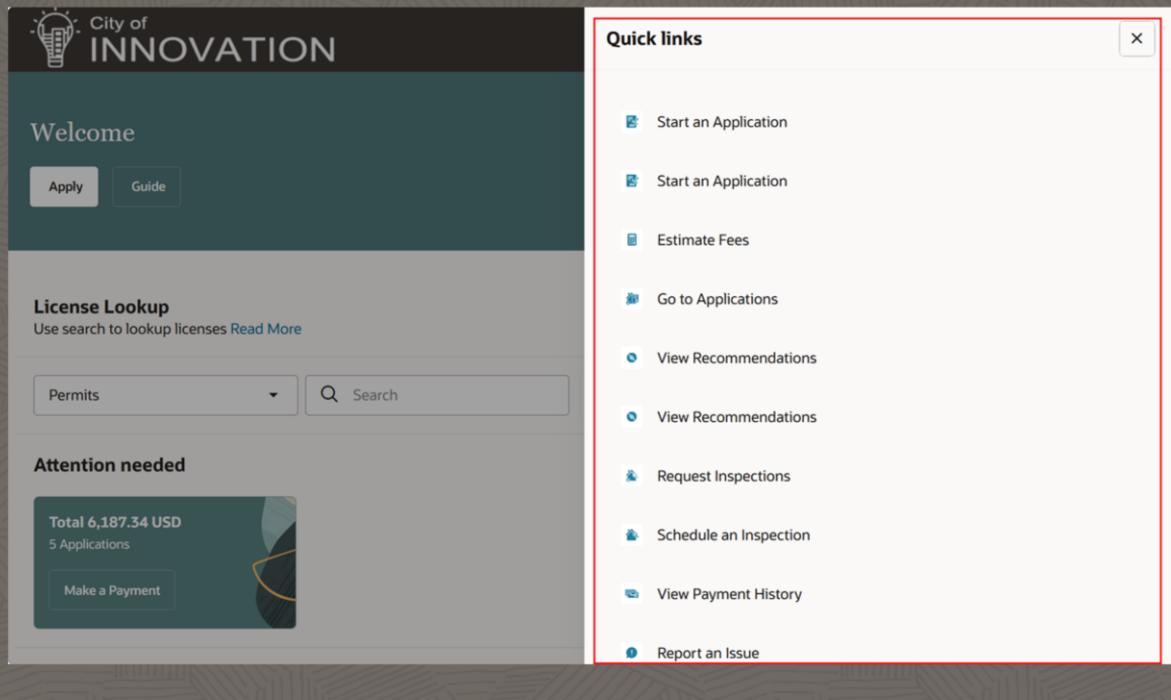
Search for a street address or parcel

Search by address or parcel

Map of Alameda, California, showing the city boundaries, streets, and landmarks like the Contra Costa Golf Course and Oakland Int'l Airport.

The registered user's options include global search, and the Quick links and Account summary buttons to quickly access applications and actions. For the guest user, only the search field is available.

Redwood Experience for the Public User Landing Page



Welcome

Apply Guide

License Lookup
Use search to lookup licenses [Read More](#)

Permits ▼ Search

Attention needed

Total 6,187.34 USD
5 Applications

[Make a Payment](#)

Quick links

- Start an Application
- Start an Application
- Estimate Fees
- Go to Applications
- View Recommendations
- View Recommendations
- Request Inspections
- Schedule an Inspection
- View Payment History
- Report an Issue

X

O

The Quick links drawer displays a collection of actions the registered user can take.

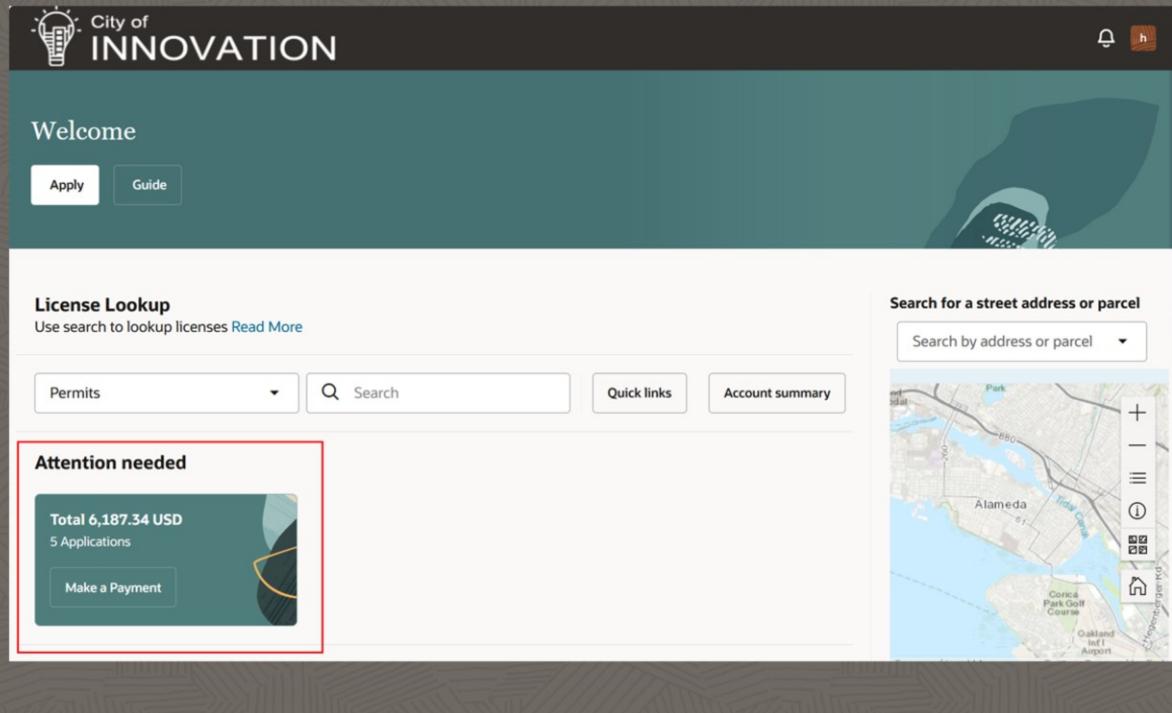
Redwood Experience for the Public User Landing Page

Account summary

Applications	8
Applications	8
Business Licenses	1
Inspections	2
Inspections	2
Projects	1
Businesses	2

The Account summary drawer shows a list and count of all applications that the registered user has in his account.
Click any item in these drawers to navigate directly to the respective pages.

Redwood Experience for the Public User Landing Page



License Lookup
Use search to lookup licenses [Read More](#)

Permits ▼ Quick links Account summary

Attention needed

Total 6,187.34 USD
5 Applications

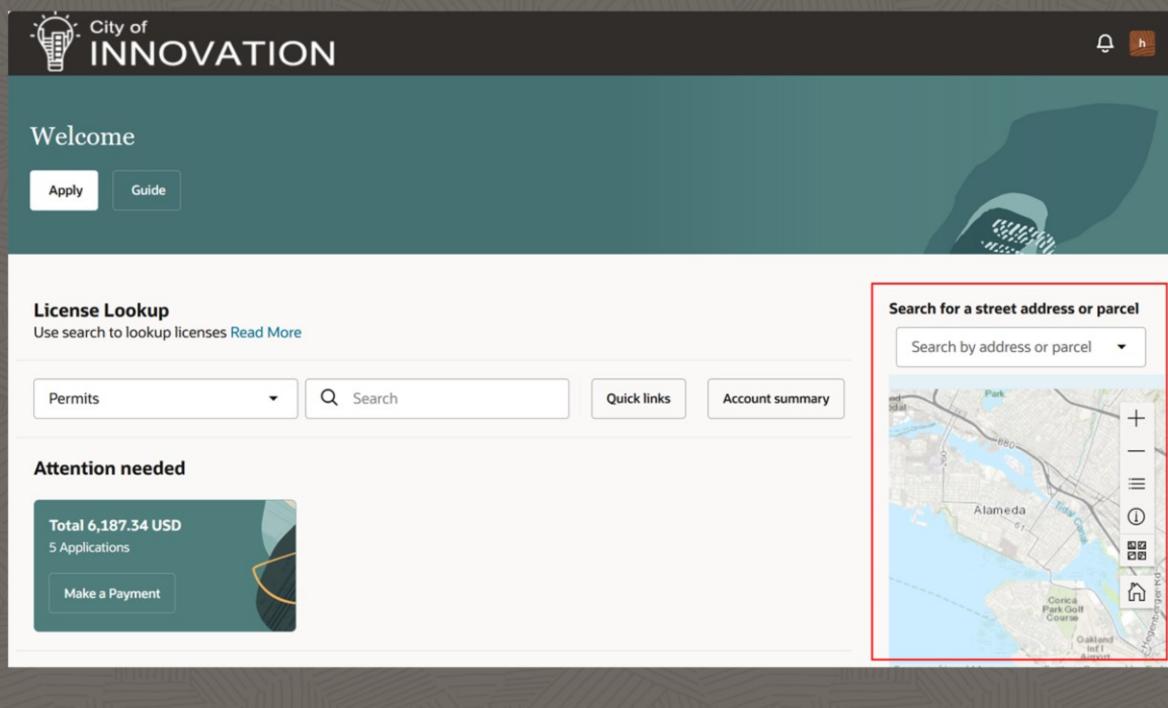
[Make a Payment](#)

Search for a street address or parcel
Search by address or parcel

Map showing Alameda, California, with labels for Park, BBQ, Alameda St., Foster City, and Oakland International Airport.

An attention needed card is displayed whenever a registered user has pending payments. The card shows the total amount, the number of applications in progress and a button to navigate to the payments page.

Redwood Experience for the Public User Landing Page



Welcome

Apply Guide

License Lookup
Use search to lookup licenses [Read More](#)

Permits ▼ Quick links Account summary

Attention needed

Total 6,187.34 USD
5 Applications

Make a Payment

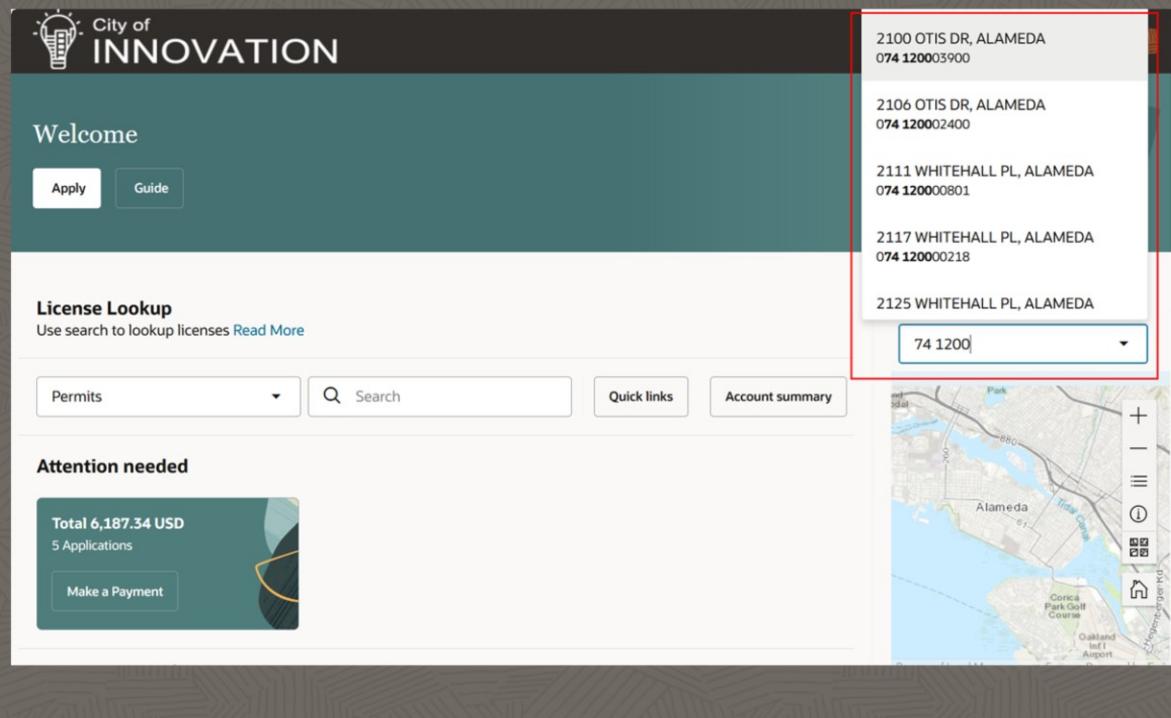
Search for a street address or parcel

Search by address or parcel ▼

Map showing the Alameda area, including the Bay Bridge, Alameda, and the Oakland International Airport. A red box highlights the search bar on the map.

Users can also search for an address or parcel on the map.

Redwood Experience for the Public User Landing Page



City of INNOVATION

Welcome

Apply Guide

License Lookup
Use search to lookup licenses [Read More](#)

Permits Quick links Account summary

Attention needed

Total 6,187.34 USD
5 Applications

[Make a Payment](#)

2100 OTIS DR, ALAMEDA
074 120003900

2106 OTIS DR, ALAMEDA
074 120002400

2111 WHITEHALL PL, ALAMEDA
074 120000801

2117 WHITEHALL PL, ALAMEDA
074 120000218

2125 WHITEHALL PL, ALAMEDA
74 1200

Map of Alameda showing locations like Park, BBQ, Tidal Park, Alameda, and Corica Park Golf Course.

Start typing either the address or the parcel number and select from the filtered results.

Redwood Experience for the Public User Landing Page

License Lookup
Use search to lookup licenses [Read More](#)

Permits

Attention needed

Total 6,187.34 USD
5 Applications

[Make a Payment](#)

More actions

Estimate Fees
Estimate fee amount for the...

Explore Your City
View property and permit informatio...

Report an Issue
Report an issue that you care about.

Search for a street address or parcel

2106 OTIS DR, ALAMEDA
074 120002400
Permits
OK-2025-000020 HSPmtType Submitted

OTIS DR
Wells Fargo

Bureau of Land Management, Esri, HERE, GADM, INCREMENT ... Powered by Esri

The selected property appears highlighted in the map. If the property has any applications or transactions associated with it, then those details are also listed.

Redwood Experience for the Public User Landing Page

Attention needed

Total 6,187.34 USD
5 Applications

Make a Payment

More actions

- Estimate Fees
- Explore Your City
- Report an Issue
- Request Inspections
- Request Inspections
- Track My Issues
- Resolve an Issue
- Make CE Payments
- Deposit Accounts

Bureau of Land Management, Esri, HERE, Garmin, INCREMENTUM, ... Powered by Esri

Scroll down the page to view the More actions section with cards for all the actions available for the user.



Common Permitting and Licensing

Void Offline and eCheck Payments

Payment History Details

Actions ▾ Cancel

Unapply Payment

Void Payment 

Overview

Payment Method	Payment Status	Payment Reference ID
Offline	Paid	OFLN_20250121T172534045Z647933
Receivables Receipt Status	Payment Transaction ID	Receipt Date
Created	23432	1/21/25
First Name	Amount Due	Last Name
Peter	2,500.00	Skate
Credit Amount Applied	Payment Amount	Currency
0.00	2,500.00	USD
Service Charge Amount	Reversal Flag	Reversal Reason
	No	

Payment History Lines

Classification	Record Type	Record ID	Item Description	Item Amount	Item Currency
PZ	PZQANAFEECAL	ZPZ-SITE-2025-08892	Application Fee	2,500.00	USD

Receivable Receipt

[[\$functions.getTranslatedString('nis.PscCcPaymentTop.OLabel.ReceivableApplication')]]	[[\$functions.getTranslatedString('api.publicSectorReceivableReceipts.ReceiptId')]]	[[\$functions.getTranslatedString('api.publicSectorCashDra')]]
Oracle Receivables	108186	20250121T172534045Z647933_1

<https://cptbbtkay-test.fusionapps.ocs.oc-test.com/fscmUI/redwood/license-permit-agency/psc-payments/payment-history-details?paymentHistoryKey=300100626632696#>

Along with online payments, agency staff can now void offline payments.

Use the Payment History page to either void or reverse original or unapplied offline payments and unapplied eChecks. You can also reverse offline deposits on the Deposit Accounts page.

Enable Void or Reversal on the Agency Payments Options page.



Common Permitting and Licensing

Apply Page Image Support

Display Group Order
15Display Group ID
E2EBusinessLicenses

Description
We are excited to welcome your business venture to our city and stand ready to assist you in your success. Before you begin your business license application, we invite you to schedule a business consultation to learn about the available services, and resources that we hope will be beneficial to your business.

Display Group
Business Licenses

URL
<https://www.sanjoseca.gov/business/register-for-a-business-tax-certificate-2>

Applicable Classification

- Business Licenses
- Permits
- Planning and Zoning

Enabled



Attachments

⚠ New image can be uploaded after deleting the existing one because only a single image is supported.

1 item



File Name	File Size	Description	Uploaded By	Uploaded On	Actions
business_display_group_img.jpg	5.75 MB	Business licenses display group image	Joe Green	2/20/25 12:49 PM	...

You can upload images for the application display groups appearing on your Apply page after you've enabled that option on the Agency Features page. Use the Attachments section on the Application Display Group Details page to add an appropriate image to a display group.

What would you like to apply for?

Search all application types

How it works

Search application types or explore categories to start an application.

1 item

Sort By ▾



Business Licenses

We are excited to welcome your business venture to our city and...

[Show More](#)

All Categories Recent and Popular

When accessing the apply page, applicants will see the image on the display group, helping to convey the types of applications within that group.



Common Permitting and Licensing

Remove PayPal from Payment Processing

On occasion, Oracle removes existing features.

Starting with 25B, PayPal will be unavailable as an option for customer payments.

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On occasion, Oracle removes existing features.

Starting with 25B, PayPal will be unavailable as an option for customer payments. This completes the feature descriptions for Common Permitting and Licensing.