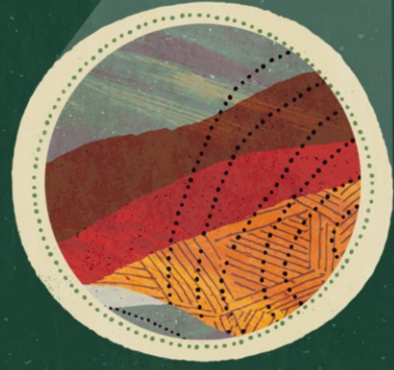


# Spotlight On

---

## Oracle Public Sector Permitting and Licensing Update 25B





# Permits

---

Autorefresh and Save  
Snapshot of Contractor  
License Details in Permit

Reinspection Indicator and  
Reinspection History for  
Inspector Application

Active Filter for Public User  
Inspections List



## Permits

---

Autorefresh and Save Snapshot of Contractor License Details  
in Permit

ORACLE

Go to Permit Applications

Actions

Pay Fees

Commercial Renovation • COMREN-2025-00003

Payment pending

1 ARGUS CT, ALAMEDA, CA 94502

Overview

Application

Application Details

Property Information

Attachments

Conditions

Related Transactions

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 ENERGY		1/11/15	1/30/25	None	140 DIAMOND CREE	
8	General Contractor	Active		General		1/1/25	2/22/25	None	1111, Pleasanton, CA	

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 94601

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 Type  
General Contractor

Source Status

Issue Date  
1/1/25

Expire Date  
2/22/25

License Number  
8

Status  
Active

In Use

Reissue Date

Contact Persons

Select Contacts

Business

Doing Business As  
General

Ownership Type  
Corporation

Email

Country  
US

Phone

Ext

Country/Region  
United States

Address Line 1

Cancel

Delete

Update

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.

ORACLE

Go to Permit Applications

Commercial Renovation • COMREN-2025-00003

Inspection

1 ARGUS CT, ALAMEDA, CA 94502

1 condition • Notice

Actions

Pay Fees

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

Download

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



ORACLE

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

2/3/25

Inspector: Dan Green

Overdue

1069 CAMELLIA DR, ALAMEDA

TestPermit - 126

107 Driveway

2/8/25

Inspector: Dan Green

Overdue

3273 ADAMS ST, ALAMEDA

Residential Addition Construction Contractor - RESADD-2025-00005

12 conditions - Notice

104 Footings

2/8/25

Inspector: Dan Green

Overdue

305 HARBOR LIGHT RD, ALAMEDA

Residential Addition Construction Contractor - RESADD-2025-00006

Reinspection

Fence Inspection

2/10/25

Inspector: Dan Green

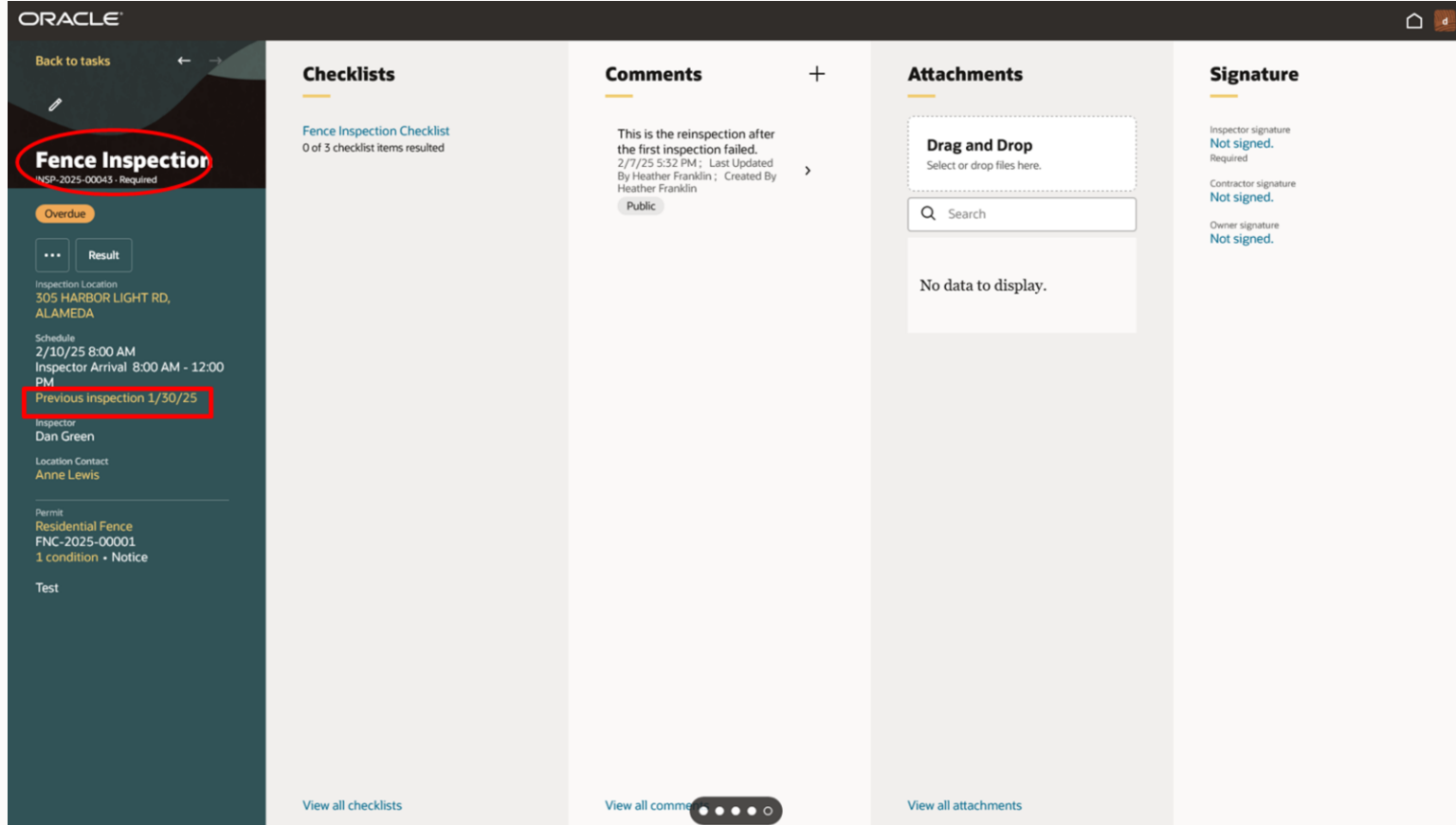
Overdue

305 HARBOR LIGHT RD, ALAMEDA

Residential Fence - FNC-2025-00001

1 condition - Notice

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.



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-2025-00043 - Regular

Overdue

Result

Inspection Location

305 HARBOR LIGHT ALAMEDA

Schedule

2/10/25 8:00 AM

Inspector Arrival 8:30 PM

Previous inspection

Inspector

Dan Green

Location Contact

Anne Lewis

Permit

Residential Fence

FNC-2025-00001

1 condition - Notices

Test

Inspection history

INS-2025-00043

Fence Inspection

Inspector: Dan Green

Location Contact: Anne Lewis

Scheduled 2/10/25 8:00 AM

Current view

Comments

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

INS-2025-00041

Fence Inspection

Inspector: Dan Green

Location Contact: Anne Lewis

Completed 2/7/25 5:22 PM

Failing Result

Major Violations: 3

Comments

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.

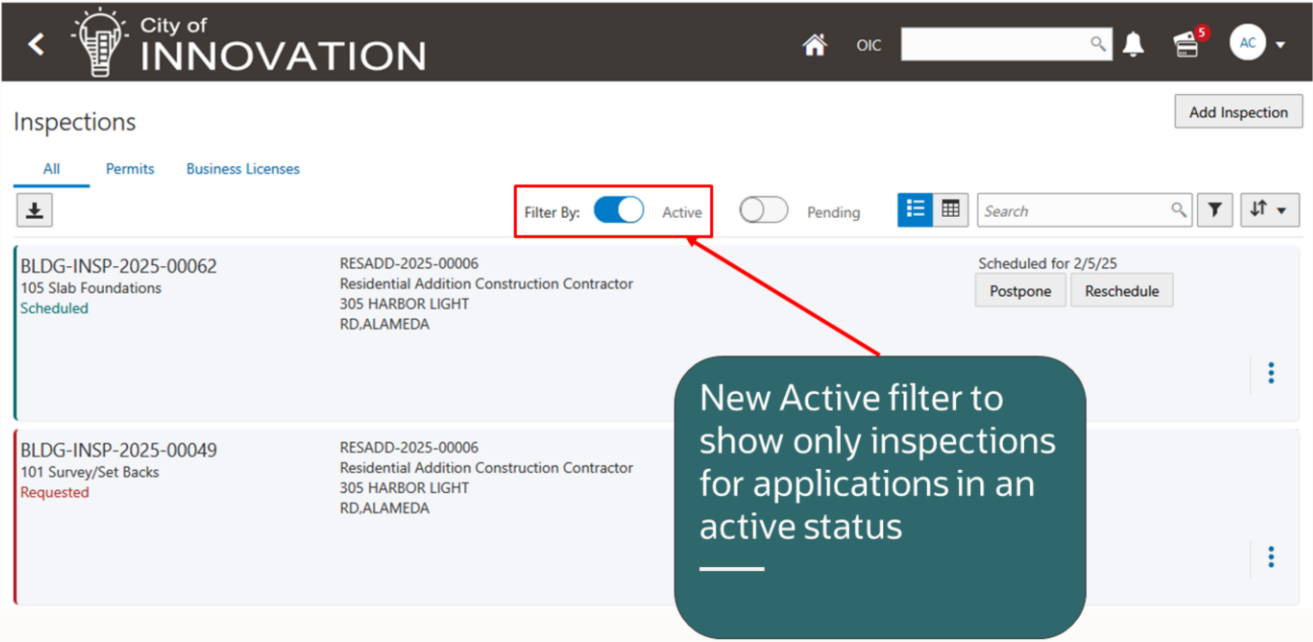




# Permits

Active Filter for Public User Inspections List

# Active Filter for Public User Inspections List



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.





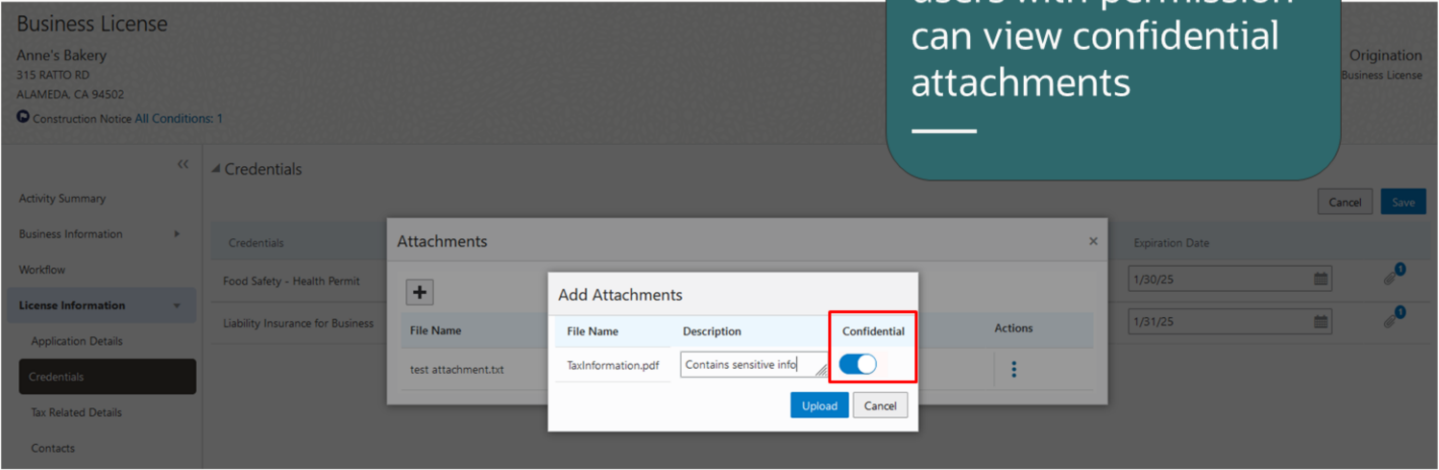
## **Business Licenses**

---

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

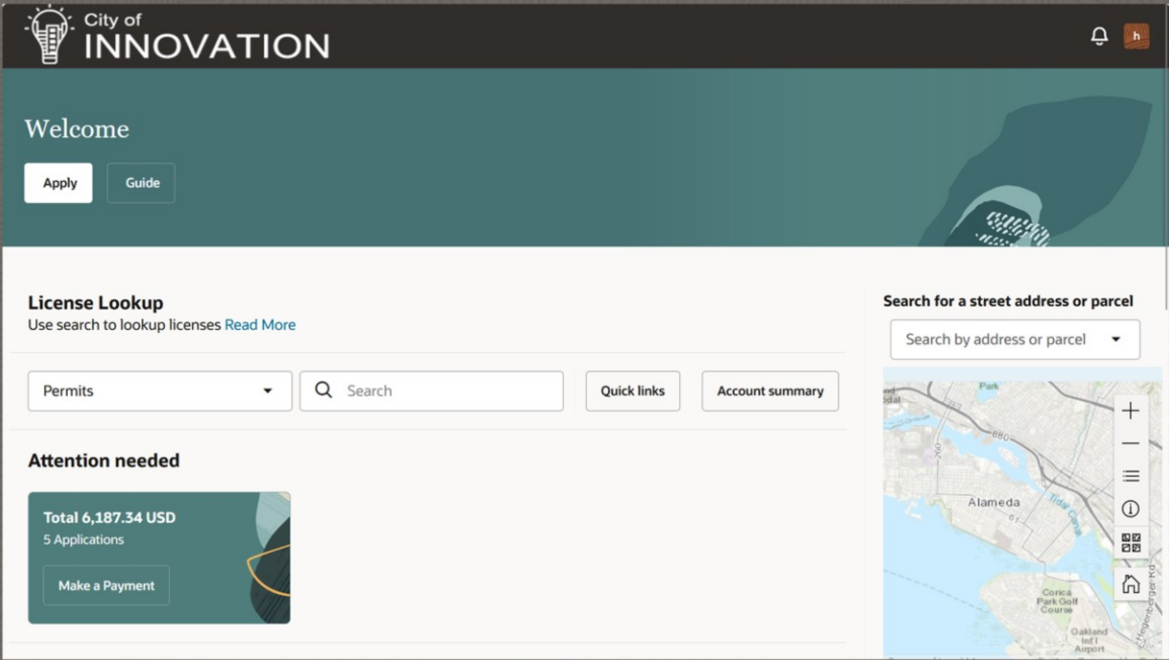
Remove PayPal from Payment  
Processing



## **Common Permitting and Licensing**

—  
Redwood Experience for the Public User Landing Page

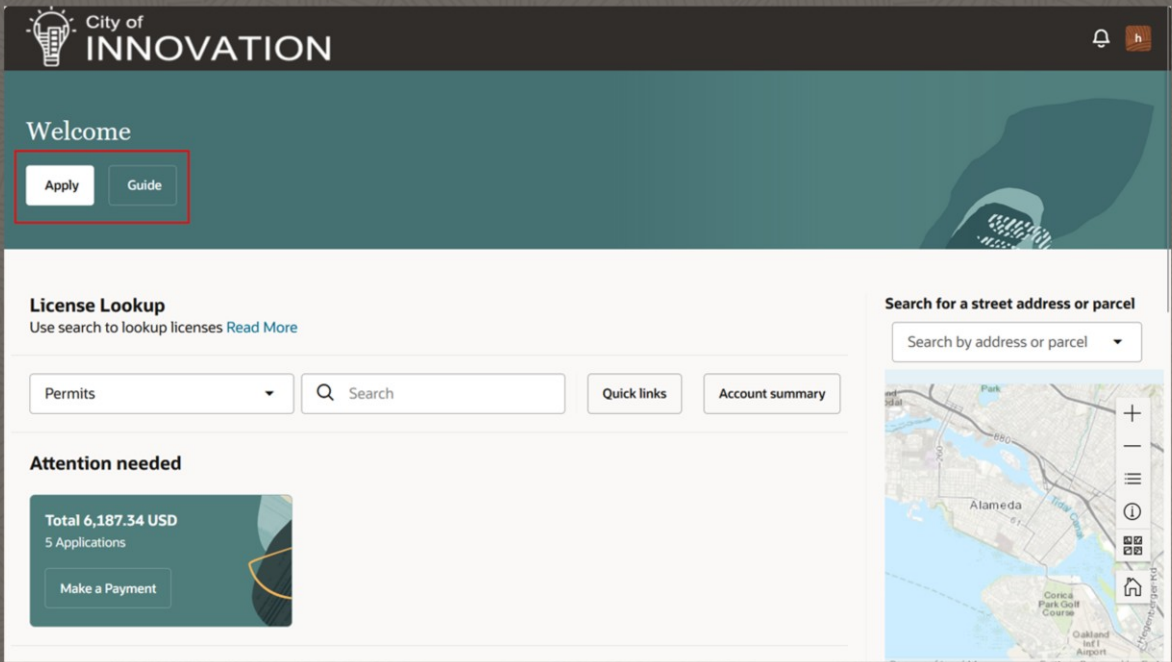
# Redwood Experience for the Public User Landing Page



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

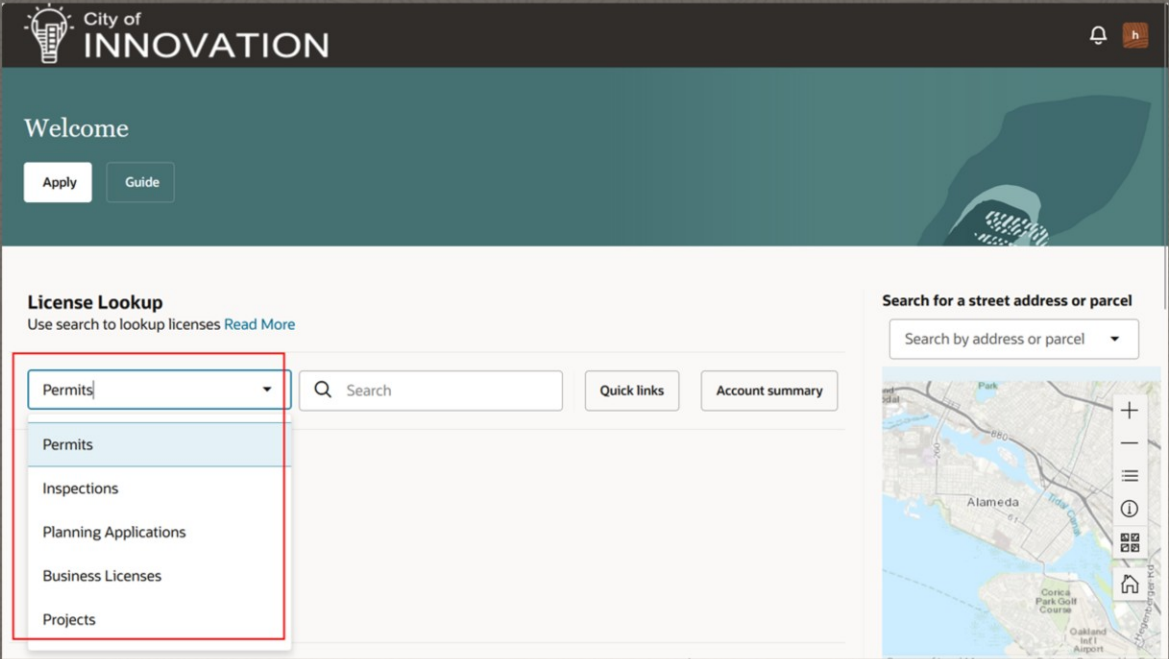


The Welcome section at the top of the page displays the Apply and Guide buttons, by default.



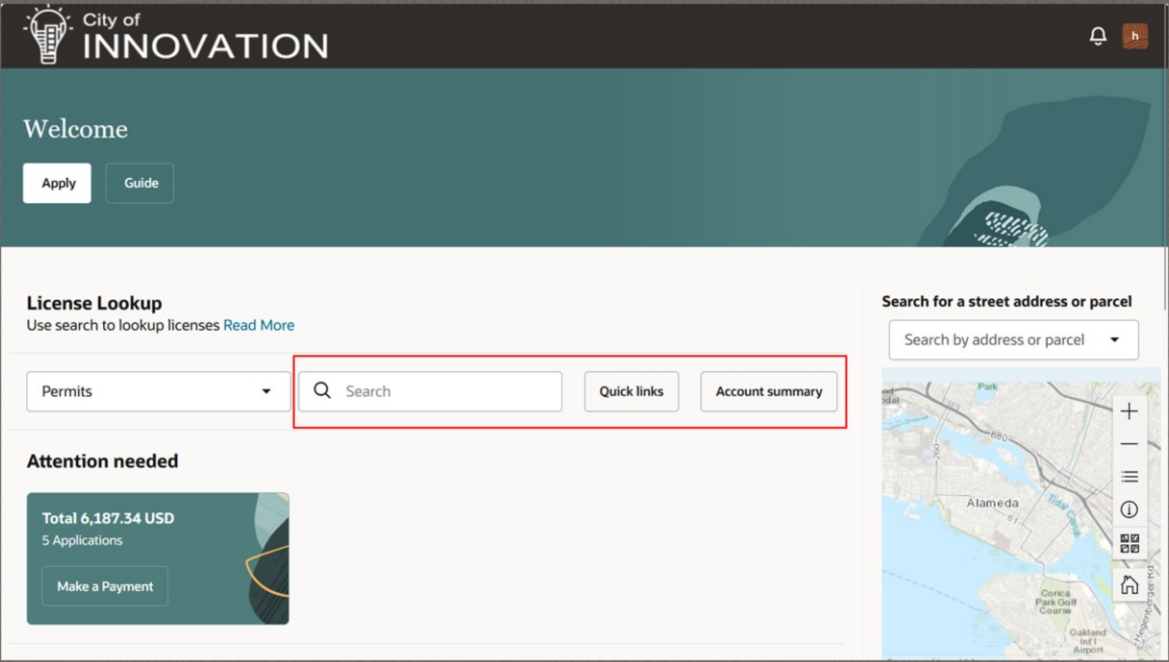


# Redwood Experience for the Public User Landing Page



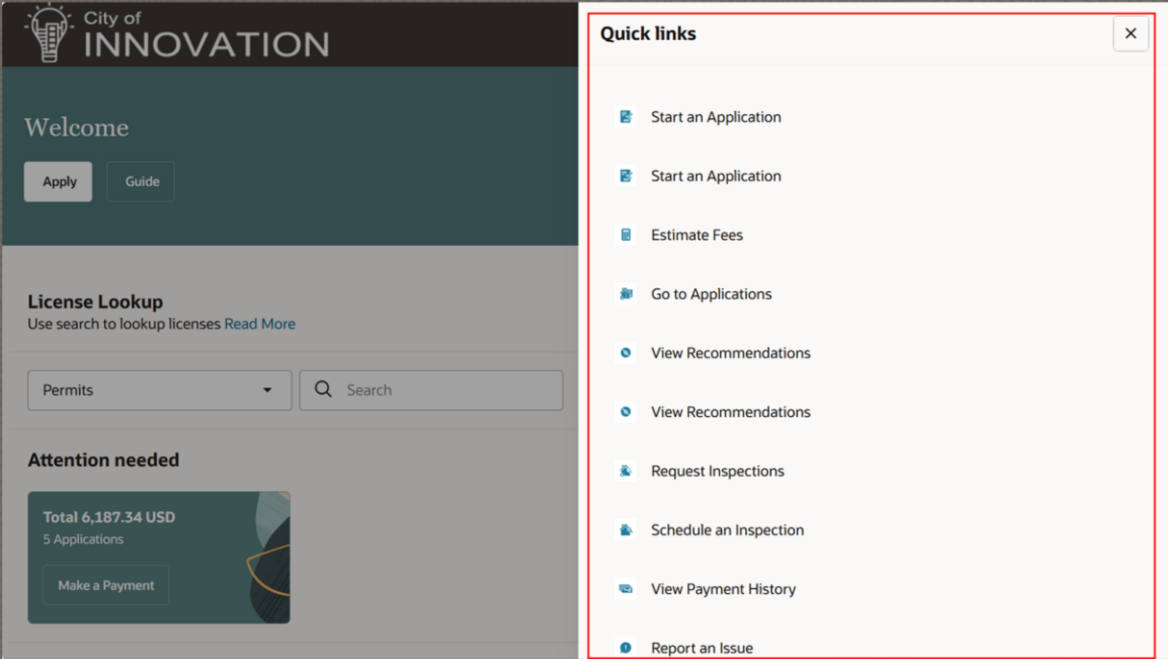
Click the lookup menu to select an offering.

# Redwood Experience for the Public User Landing Page



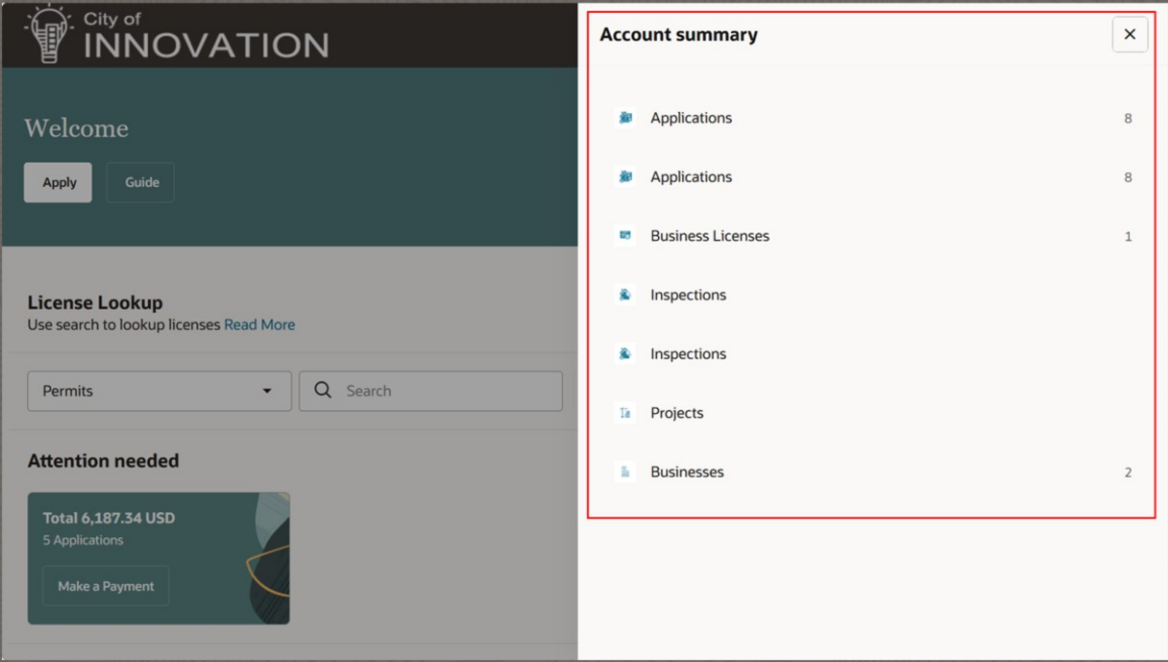
The registered user's options include global search, and the Quick links and Account summary buttons to quickly access applications and actions. For the guest user, only the search field is available.

# Redwood Experience for the Public User Landing Page



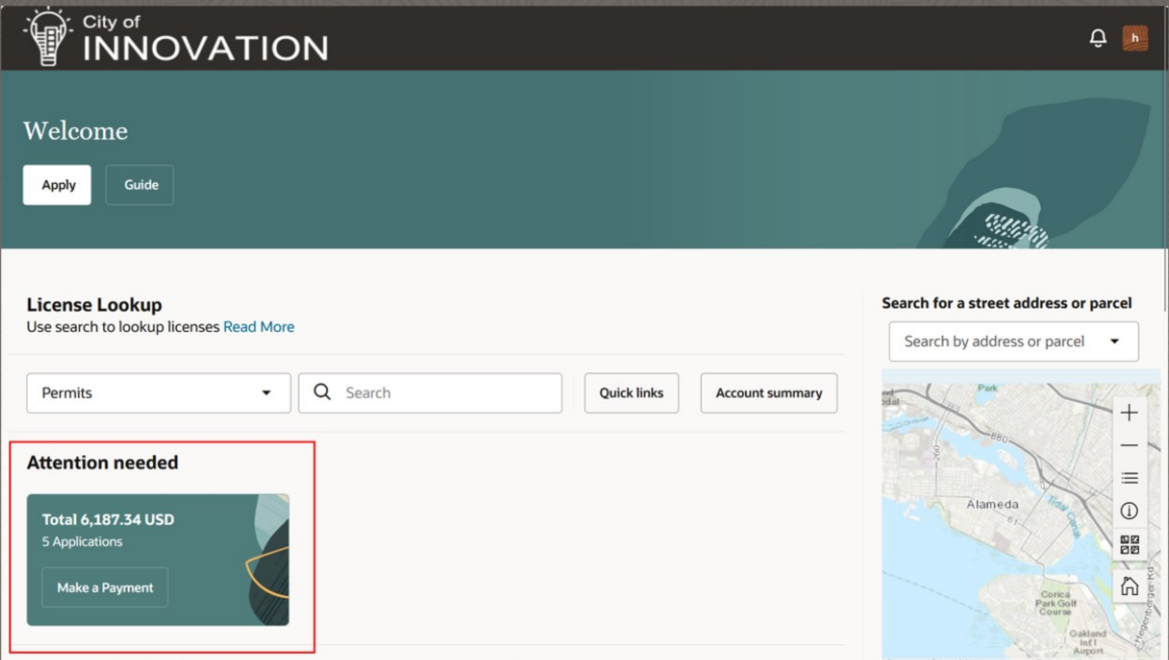
The Quick links drawer displays a collection of actions the registered user can take.

# Redwood Experience for the Public User Landing Page



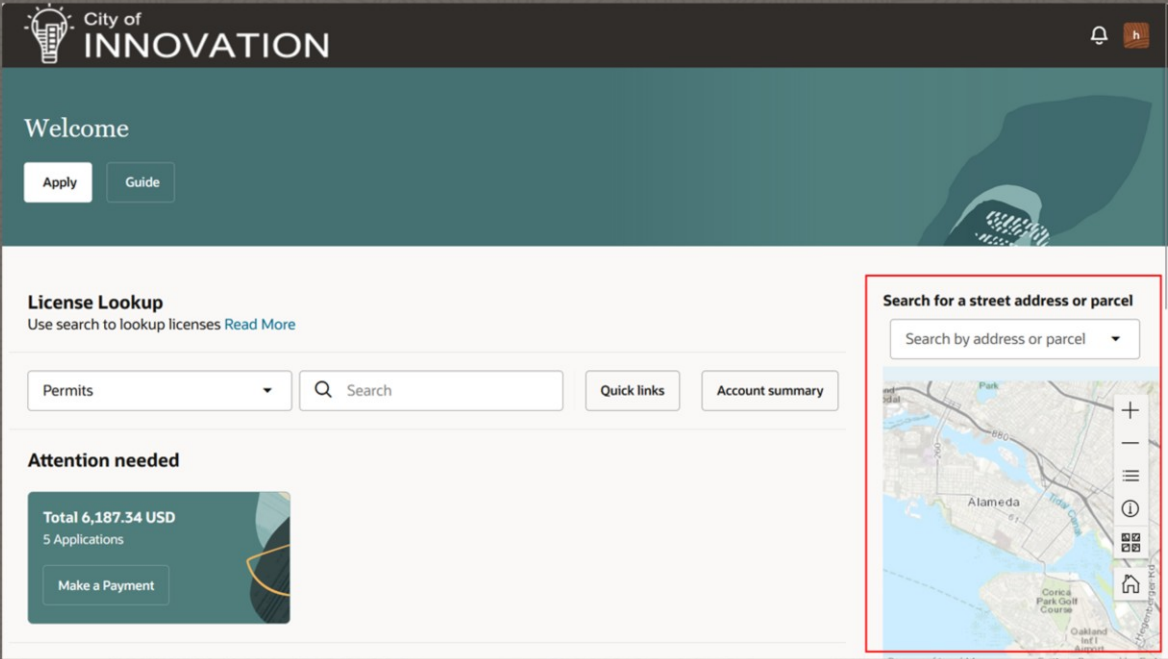
The Account summary drawer shows a list and count of all applications that the registered user has in his account.  
Click any item in these drawers to navigate directly to the respective pages.

# Redwood Experience for the Public User Landing Page



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.

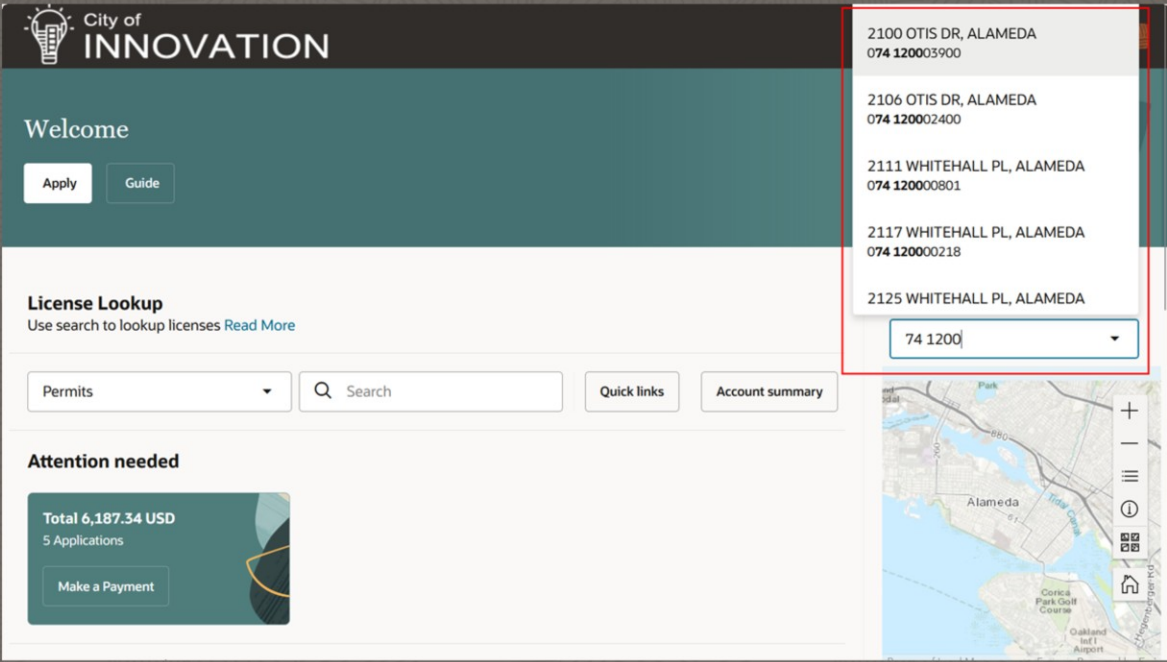
# Redwood Experience for the Public User Landing Page



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

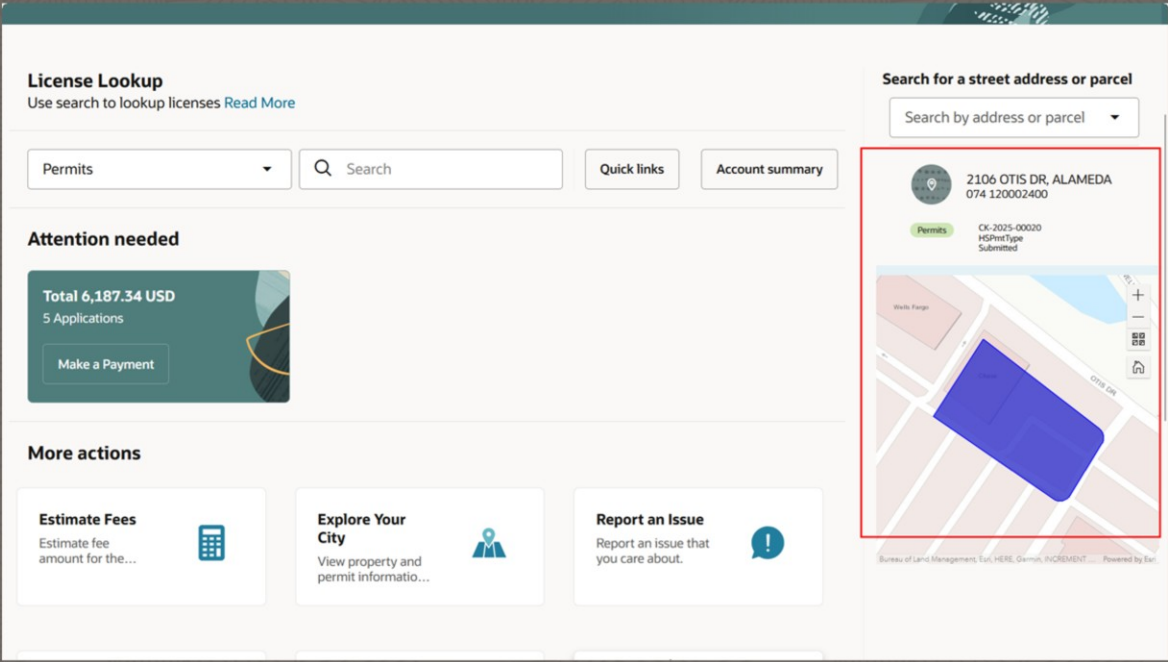


# Redwood Experience for the Public User Landing Page



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

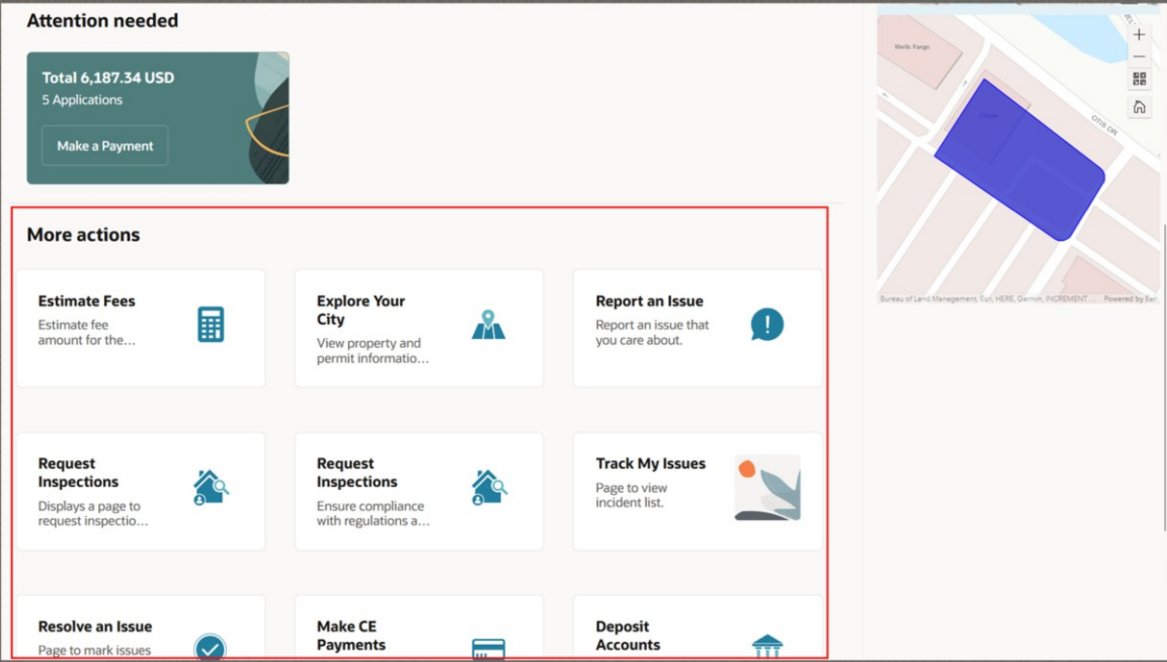
# Redwood Experience for the Public User Landing Page



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



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

### Payment History Lines

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

## Receivable Receipt

[[ \$functions.getTranslatedString('nls.PscCsrPaymentTop.OLabel.ReceivableApplication')]]	[[ \$functions.getTranslatedString('api.publicSectorReceivableReceipts.ReceiptId')]]	[[ \$functions.getTranslatedString('api.publicSectorCashDras
Oracle Receivables	108186	20250121T172534045Z647933_1

<https://cptbbtkqy-test.fusionapps.ocs.oc-test.com/fscmlUI/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



Application Display Group Details

CancelDeleteSave

Display Group Order  
15

Display 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

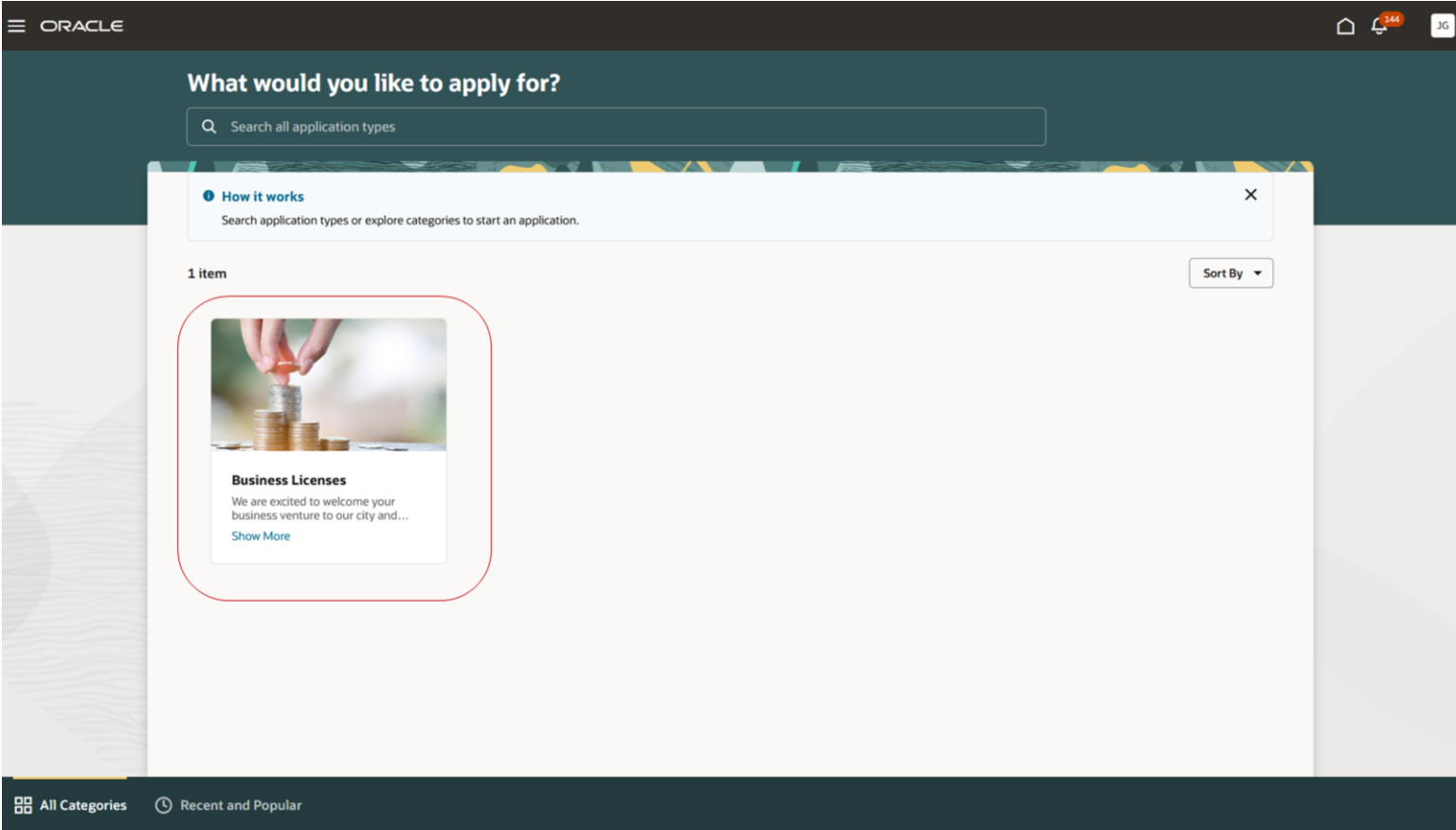
▲ New image can be uploaded after deleting the existing one because only a single image is supported.

1 item

Download

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.



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.



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.