



FAQ - Online License Renewal

Questions or Issues?

For payment or fee process questions, email Community Development / Permits & Inspections at permits@pearlandtx.gov or call 281.652.1638.

If you have any license or requirement questions, please email Code Enforcement at codeenforcement@pearlandtx.gov or call 281.652.1766.

Frequently Asked Questions:

Q Can I use my **Contractor** logon to renew my license?

A No, you must create and use a **Public** logon.

Q What if I don't have my credit card handy? Is there a time limit to respond?

A For security reasons, to keep your information secure, the system has a short time-out window. If you have begun the process and don't have your credit card handy, stop at the step prior to Pay Now and the system will display the saved information in your dashboard. Simply logout and after you have your credit card ready, logon and continue the process.

Q I believe the system timed-out when I was entering my credit card information. What I do?

A Call Community Development at the number listed above. Let them know you were renewing your license and believe the payment process timed out. They'll be able to assist you. Please have your license number if available.

Q I'm not sure what type of service to select for my business. What do I select?

A You may reference your most recent or current license application or documentation. If you are still unsure, please contact Community Development of Code Enforcement who can assist you in determining your type of service

Q I'm unsure which box to enter the number of employees in, or I'm unsure how many employees to enter for my business. What do I do?

A The number of employees must only be entered in one box, for the type of service (Full-Prep, Limited-Prep, Pre-Packaged, School/Daycare). It is important to accurately report the number of all employees at the business in only one box to ensure accurate fees are

assessed, and to avoid excess charges or fees. Contact Code Enforcement with questions.

Q I am renewing several licenses or am a franchise owner of multiple locations. May I renew all existing licenses at one time?

A No. You may link all licenses to your account at one time but renew each license individually, returning to your dashboard after each successful payment and renewal before beginning the next.