

# Non-Residential Parking Application Process

Go to the Passport Customer Portal – <https://palatine.cmrpay.com/dashboard/landing>

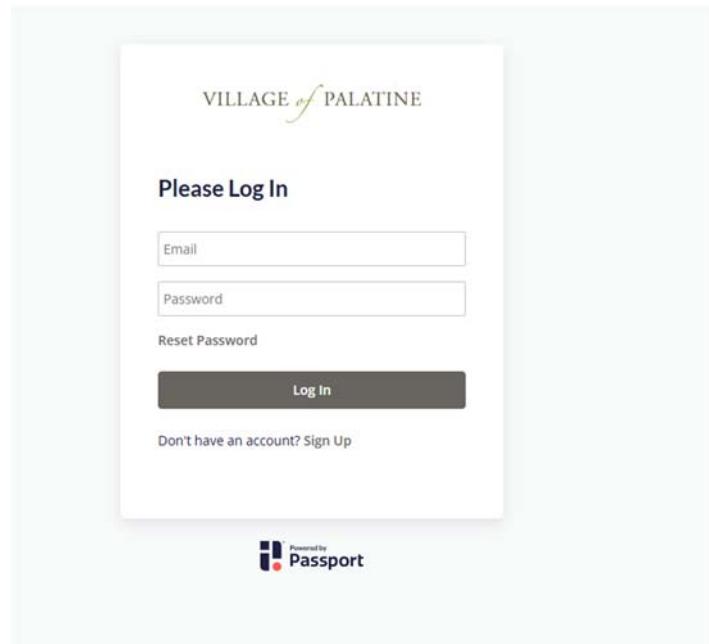
## Welcome to Customer Portal!

Obtain and manage a parking permit by creating an account or signing in below.

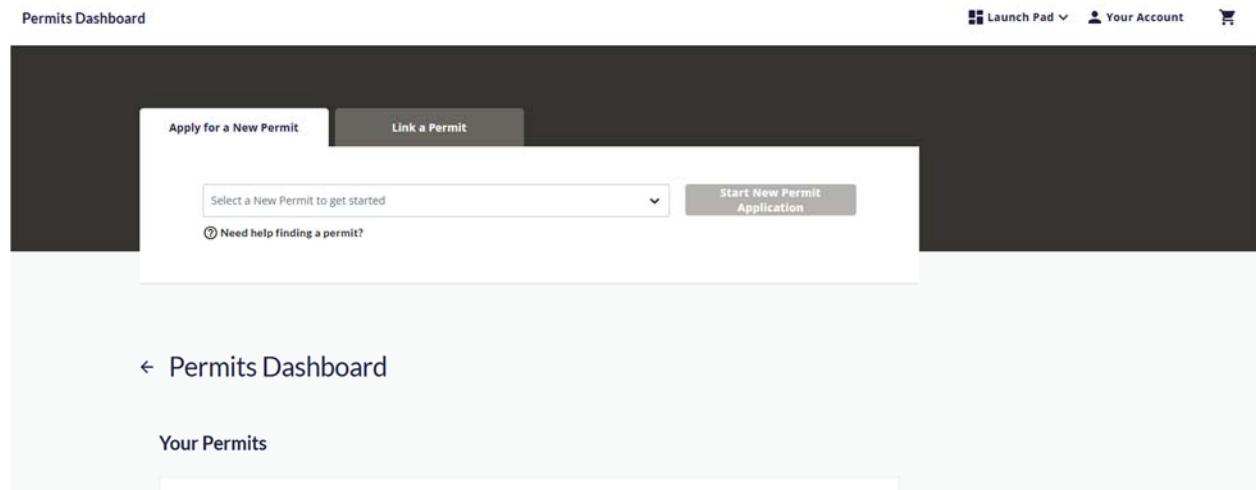
[Sign Up Or Log In](#)  




Choose Sign Up or Log In. If you have an account enter your login credentials on the next page. If you do not already have an account set up, click the Sign-Up option and follow the prompts to create an account.

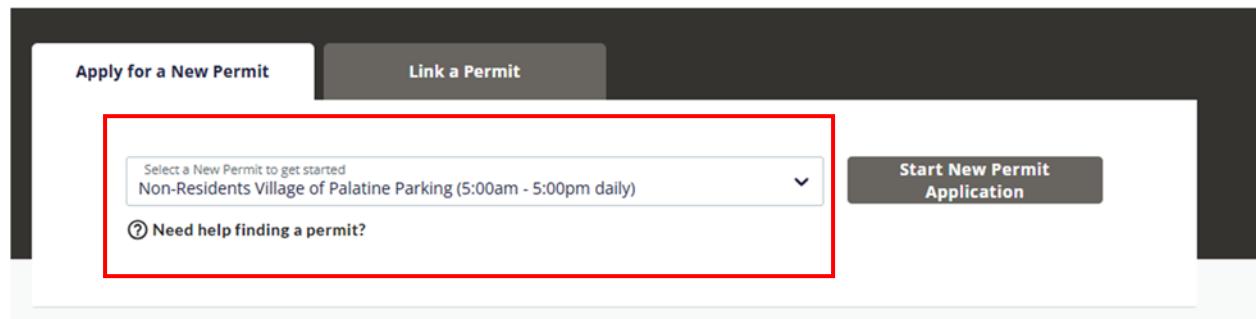


Once logged in, you will be taken to the Permits Dashboard.



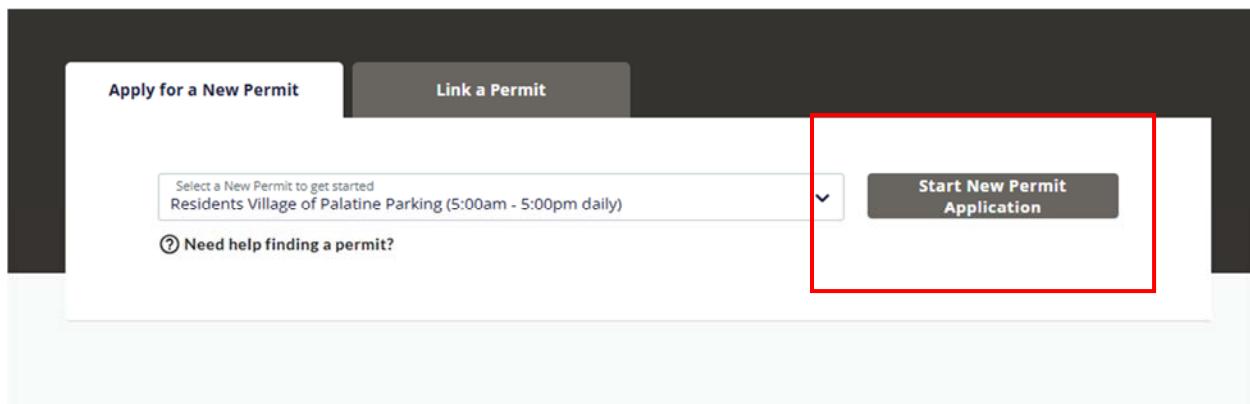
The screenshot shows the Permits Dashboard. At the top, there are navigation links: 'Permits Dashboard', 'Launch Pad', 'Your Account', and a search icon. Below the header, there are two main buttons: 'Apply for a New Permit' and 'Link a Permit'. A dropdown menu is open, showing the text 'Select a New Permit to get started' and 'Non-Residents Village of Palatine Parking (5:00am - 5:00pm daily)'. Below the dropdown is a link 'Need help finding a permit?'. To the right of the dropdown is a button labeled 'Start New Permit Application'. At the bottom left, there is a back arrow and the text '← Permits Dashboard'. The bottom navigation bar includes 'Your Permits'.

The APPLY FOR NEW PERMIT tab will default. To start a new permit application, use the dropdown menu to select a Resident Village Permit.

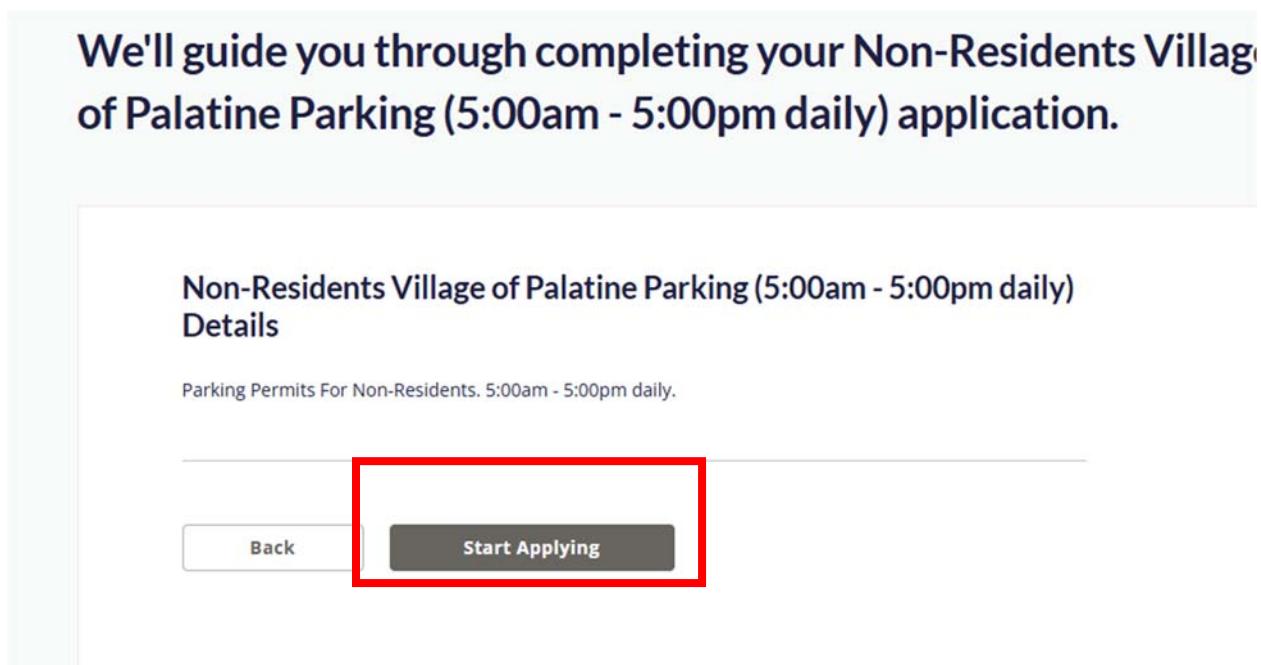


This screenshot is identical to the one above, but the dropdown menu is highlighted with a red box. The dropdown text 'Non-Residents Village of Palatine Parking (5:00am - 5:00pm daily)' is clearly visible.

Once selected click Start New Permit Application.



Next page is a confirmation page, click Start Applying.



On the next page – Select the Parking Lot you want to apply for.

*Please note the Village of Palatine currently offers two options for permit parking: Lot K and The Palatine Parking Deck. For more information regarding parking lots and location, please visit our website at [www.palatine.il.us](http://www.palatine.il.us)*

## Non-Residents Village of Palatine Parking (5:00am - 5:00pm daily) Application

### Select a Permit

 Search Permits 

#### Palatine Lot k

Locations  
Palatine Lot k

Hours  
Valid Hours (MON-SUN/5AM-5PM)

#### Palatine Parking Deck

Locations  
Palatine Parking Deck

Hours  
Valid Hours (MON-SUN/5AM-5PM)

Next, you will enter your Vehicle Information. You will need your Plate Number, Make, and Model.

*If the permit will be utilized by multiple cars, you can use the “Add Additional Vehicle” option to add the Vehicle Plate information.*

! Lot Full - Waitlist Available

### Provide Information

#### Vehicle Info

Vehicle Plate  
Parking

Vehicle State  
Illinois

Vehicle Make  
Ford

Vehicle Model  
Explorer

Color  
Green

[Add Additional Vehicle](#)

**Permit Details**

Price  
\$0.00

Valid Dates  
Jul 1, 2025 - Jul 31, 2025

Permit  
Palatine Parking Deck

*Please keep in mind our permit process is set up so that all Non-Resident Permits go through a waitlist process prior to approval.*

Choose Next. You will then provide your information as the permit holder.

Provide Information		Permit Details
<b>Vehicle Info</b>		Price \$0.00
<b>Permit Holder Details</b>		Valid Dates Jul 1, 2025 - Jul 31, 2025
First Name Parking	Last Name Department	Permit Palatine Parking Deck
Phone Number 847-202-6671		
Email publicparking@palatine.il.us		
<b>Address</b>		
Address Line 1 200 E Wood Street		
Address Line 2		
City Marengo		
State Illinois		▼
Zip Code 60152		
<a href="#">Back</a>	<a href="#">Review</a>	

Click Review when finished.

## Application Summary

### Permit Details

Permit Type	Non-Residents Village of Palatine Parking (5:00am - 5:00pm daily)	Price
Permit	Palatine Parking Deck	Total Cost <b>\$0.00</b>
Location	Palatine Parking Deck	See pricing policy for more info.
Valid Dates	Jul 1, 2025 - Jul 31, 2025	

### Vehicle Info

Vehicle Plate	Parking
Vehicle State	IL
Vehicle Make	Ford
Vehicle Model	Explorer
Color	Green

### Permit Holder Details

First Name	Parking
Last Name	Department
Phone Number	847-202-6671
Email	publicparking@palatine.il.us
Address Line 1	200 E Wood Street
City	Marengo
State	IL
Zip Code	60152

If all information is accurate – Click Add to Cart.

Item will be sent to your cart, and Cart will be opened.

### Items Charged Upon Approval

Non-Residents Village of Palatine Parking (5:00am - 5:00pm daily) X

Palatine Parking Deck

Waitlist

**\$0.00**

Permit Cost **\$0.00**

**Total Due** **\$0.00**

**Check Out**

[Add Additional Items To Cart](#)

Click Check Out and Add Payment Method

### Payment Method

#### Billing Address

Street Address 200 E Wood Street	
City Palatine	
State Illinois	Zip 60067

#### Order Summary

Permits Cost	\$0.00
Total Due	<b>\$0.00</b>

PLEASE NOTE: Your credit/debit card will NOT be charged until after you are approved for the permit and/or removed from the waiting list, if applicable.

PLEASE NOTE: Waitlist fees are non-refundable.

#### Payment

Name On Card Parking Department	
Card Number	
VISA    MASTERCARD    AMEX    DISCOVER    DINERS	
Expiration MM/YYYY	Security Code

Credit card transactions will incur a temporary \$1 authorization at the time of checkout. This temporary authorization will fall off in 3-5 business days and once your application has been approved, the total amount due will be charged to your card.

[Back](#)

[Place Order](#)

Click Place Order. You will be brought to the next page.

### Your payment was submitted

We'll be in touch soon and contact you through email with next steps and what to expect. Additionally, you can view your permit status and details from your dashboard.

[Go To Dashboard](#)



You will receive the Email below. At this time our Parking team is reviewing the application submission. Once your application has been approved you will receive an email notice with further instructions.

## Thank you for your order.

Your order has been confirmed and we'll be in touch with any status updates. See attachment for details.

— Village of Palatine IL Finance Department

### Order Summary

Ordered By	Parking Department
Order Date	Jun 20, 2025 at 11:53 AM
Invoice #	SXXXI2GW

*Please keep in mind that the Order Number in the email above is an Invoice number, this is not a receipt of payment. Your card will not be charged until you have accepted an Approved permit and re-entered Credit Card information. At which time you will receive a receipt of payment.*

You can also review your permit status from your Permit Dashboard by clicking "Manage" on your pending parking application.

### Permit Details

#### Status : Pending Approval



#### Permit

Permit #	R0DPJWVE
Permit	Non-Residents Village of Palatine Parking (5:00am - 5:00pm daily)
Location	Palatine Parking Deck
Hours	Valid Hours (MON-SUN/5AM-5PM)
Valid Dates	July 01, 2025 - July 31, 2025

[Cancel Application](#)

# Non-Residential Parking Permit Acceptance Process

Once your application has been sent to our Parking Team, you will receive a series of email notifications as our parking team approves your application and offers your permit.

First – Email Notices will be sent when our team approves your permit.

**Congratulations, your Non-Residents Village of Palatine Parking (5:00am - 5:00pm daily) application has been approved and is now waitlisted.**

We have reviewed your Non-Residents Village of Palatine Parking (5:00am - 5:00pm daily) application, and at this time your application has been approved. However, it is not active until a space becomes available.

**What happens next?**

You will receive an offer email when a space has become available.

[Go to Your Portal](#)

— Village of Palatine IL Finance Department

Second – Confirmation of Order for Approved permit

**Thank you for your order.**

Your order has been confirmed and we'll be in touch with any status updates. See attachment for details.

— Village of Palatine IL Finance Department

## Order Summary

Ordered By	Parking Department
Order Date	Jun 20, 2025 at 11:57 AM
Invoice #	KD6C3V75

Third – Email Notices will be sent when our team removes your permit from the waitlist and offers you the requested permit.

**Congratulations, your permit is available. Please follow the steps below to claim your permit.**

**What happens next?**

This offer to purchase is valid until **11:57 AM CDT on Jun 25, 2025**, at which point it will no longer be available. Please be aware that if the expiration date above is beyond the last day of the month, the purchase of the permit MUST be completed before the end of the month to avoid system errors.

In order to accept the offer and purchase your permit, please follow the instructions listed below:

1. Visit [palatine.cmrpay.com](http://palatine.cmrpay.com)
2. Log in to your account to claim your permit
3. On the Permits Dashboard, select "Add to Cart" for the permit listed in "Offered" status.
4. Proceed through checkout

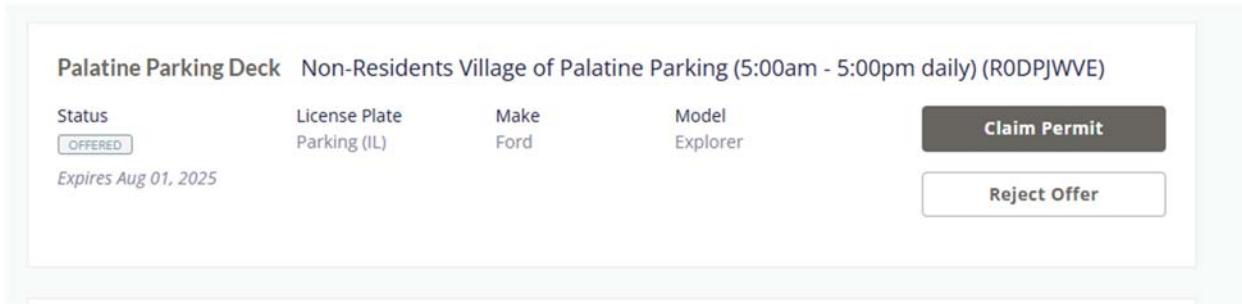
If you do not purchase before the expiration date and time, or end of month if applicable, the offered permit will no longer be available. You will be required to submit a new application.

*Please be aware that if the expiration date is beyond the last day of the month, the purchase of the permit MUST be completed before the end of the month to avoid system errors.*

## CLAIM and PAY for PERMIT

Go to the Passport Customer Portal – <https://palatine.cmrpay.com/dashboard/landing>

Click CLAIM PERMIT on the Offered Permit Application



Claimed Permit will be added to your checkout cart.

### Items Active Immediately

<b>Non-Residents Village of Palatine Parking (5:00am - 5:00pm daily)</b>		X
Palatine Parking Deck		
Waitlist		<b>\$40.00</b>

Permit Cost	<b>\$40.00</b>
<b>Total Due</b>	<b>\$40.00</b>

**Check Out**

**Add Additional Items To Cart**

*Please keep in mind the notice above stating Items Active Immediately does not mean your permit will be active immediately. Active status is still dependent on the permit dates applied for.*

Click Check Out

Re-Enter your Payment Information

## Payment Method

### Billing Address

Street Address	200 E Wood Street	Permits Cost
City	Palatine	Total Due
State	Illinois	PLEASE NOTE: Your card will be charged until after your permit is issued and/or removed if applicable.
	Zip 60067	PLEASE NOTE: Waitlist

### Payment

Name On Card	Parking Department
Card Number	
VISA    MASTERCARD    DISCOVER    AMEX    EXP. DATE	
Expiration	Security Code
MM/YYYY	

Credit card transactions will incur a temporary \$1 authorization at the time of checkout. This temporary authorization will fall off in 3-5 business days and once your application has been approved, the total amount due will be charged to your card.

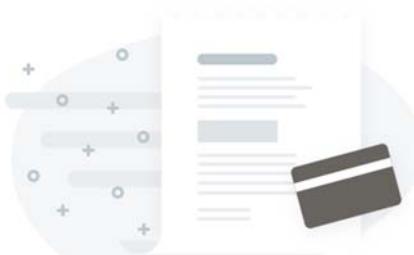
[Back](#)[Place Order](#)

Click Place Order

## Your payment was submitted

We'll be in touch soon and contact you through email with next steps and what to expect. Additionally, you can view your permit status and details from your dashboard.

It may take up to 2 minutes for permits to update on the dashboard.



You will receive an Email notification that your order has been confirmed – Attached will be a receipt of your payment.

### Permit # R0DPJWVE

Permit Type	Non-Residents Village of Palatine Parking (5:00am - 5:00pm daily)	Permit Cost	\$40.00
Permission Cycle	Palatine Parking Deck	Permit Total	\$40.00
Valid Dates	Jul 1, 2025 - Aug 1, 2025		
Link Code	WX8Y-6F3G-CX63		
Permit Holder	Parking Department		
Address	200 E Wood Street Marengo IL 60152		

#### Vehicle Details:

Vehicle Model	Vehicle Make	Color	Vehicle State	Vehicle Plate
Explorer	Ford	Green	IL	Parking

### Order Summary

\*\* Manage your permit on CMR Pay via the link code

Permit Cost	\$40.00
Order Total	\$40.00

If you review your Permit Dashboard by clicking “Manage” the status of your permit will now reflect as Issued. When the permit becomes active the status will change again to Active.

### Permit Details

**Status :** Issued



#### Permit

Permit #	R0DPJWVE
Permit	Non-Residents Village of Palatine Parking (5:00am - 5:00pm daily)
Location	Palatine Parking Deck
Hours	Valid Hours (MON-SUN/5AM-5PM)
Valid Dates	July 01, 2025 - July 31, 2025

The Permit Application and payment process is now complete. Please be aware that all non-residents are required to submit a new application for each time they want to obtain a parking permit.

If you have any additional questions regarding your permit application, payment, or status please contact our Parking team by phone at 847-202-6671 or by email at [publicparking@palatine.il.us](mailto:publicparking@palatine.il.us).