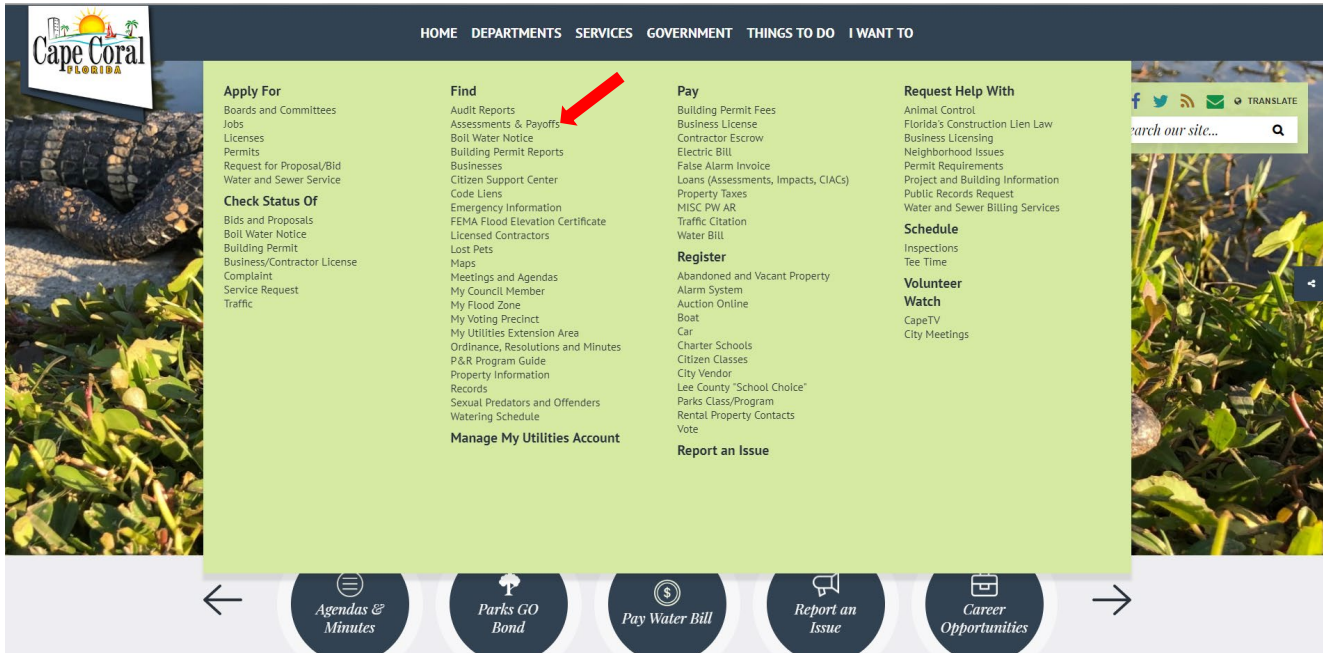


How to use the GIS and the Payoff Information Request Form

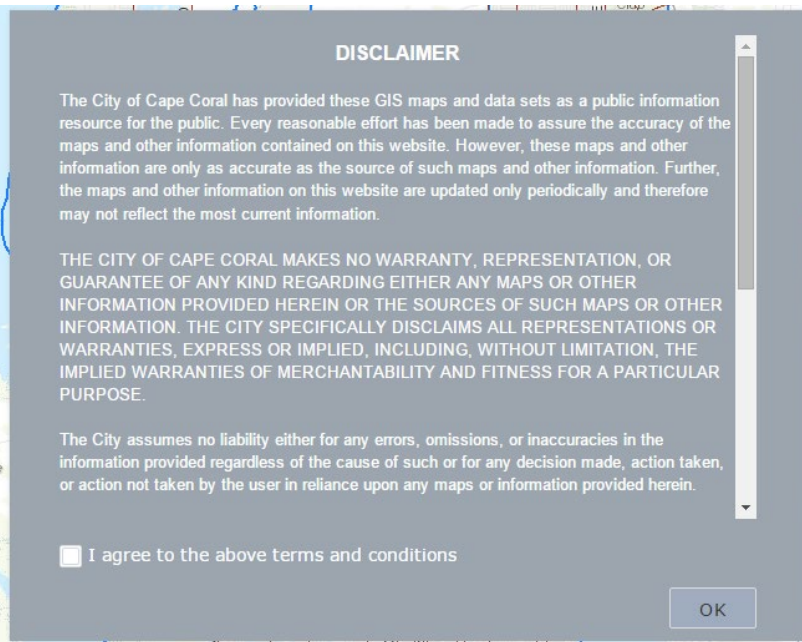
- 1) Log on to www.CapeCoral.net
- 2) Go to 'I Want To...' then 'Find' then 'Assessments & Payoffs'



- 3) Read the DISCLAIMER at the bottom of the page, and if you are in agreement click 'Start'

START

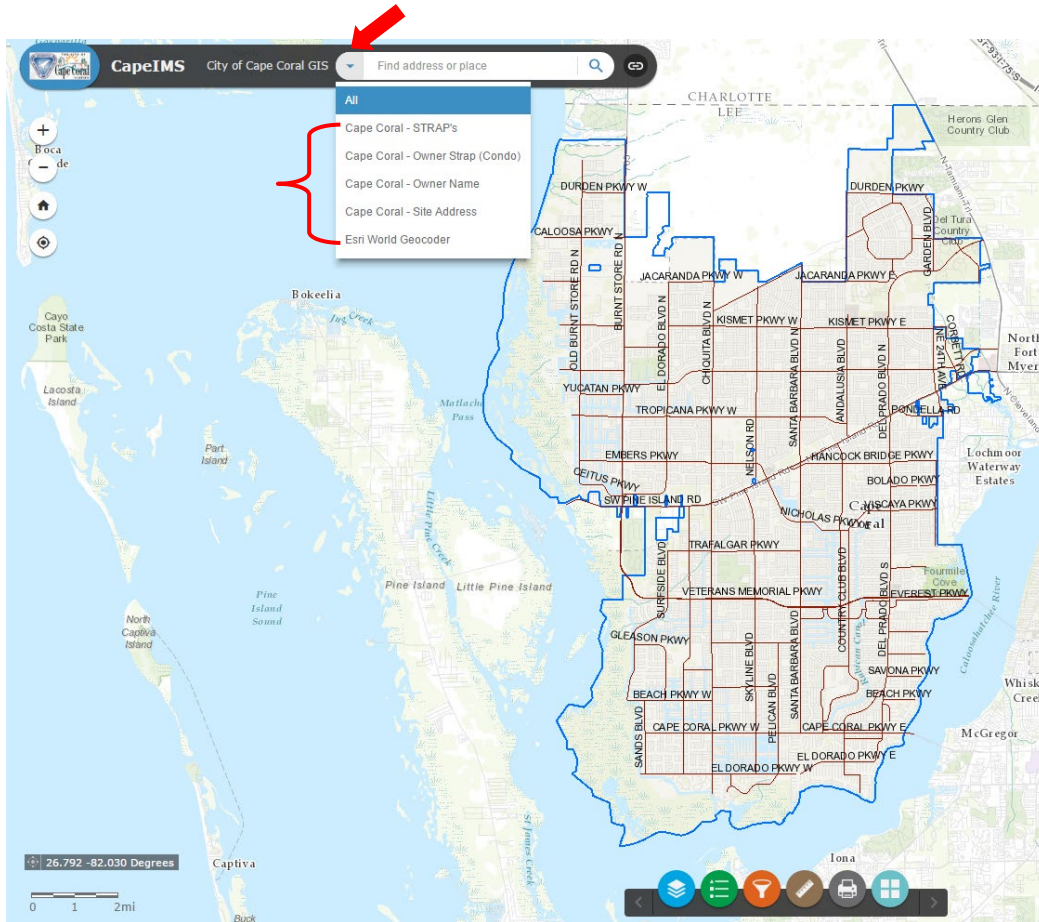
As well as checking the box and agreeing to the terms and conditions on the main Cape IMS page.



4) Query by the Strap # is the preferred query to use, but you can also search by Owner Name and Site Address.

- a. **If property is a condo, please select Owner Strap (Condo) otherwise search results will be incorrect**
- b. If using Strap # (do not include dashes or decimal)
- c. If using Address (include street address and abbreviate such items as St, Ave, Ter, etc)

Choose the type of query you would like to search by selecting from the drop down menu.



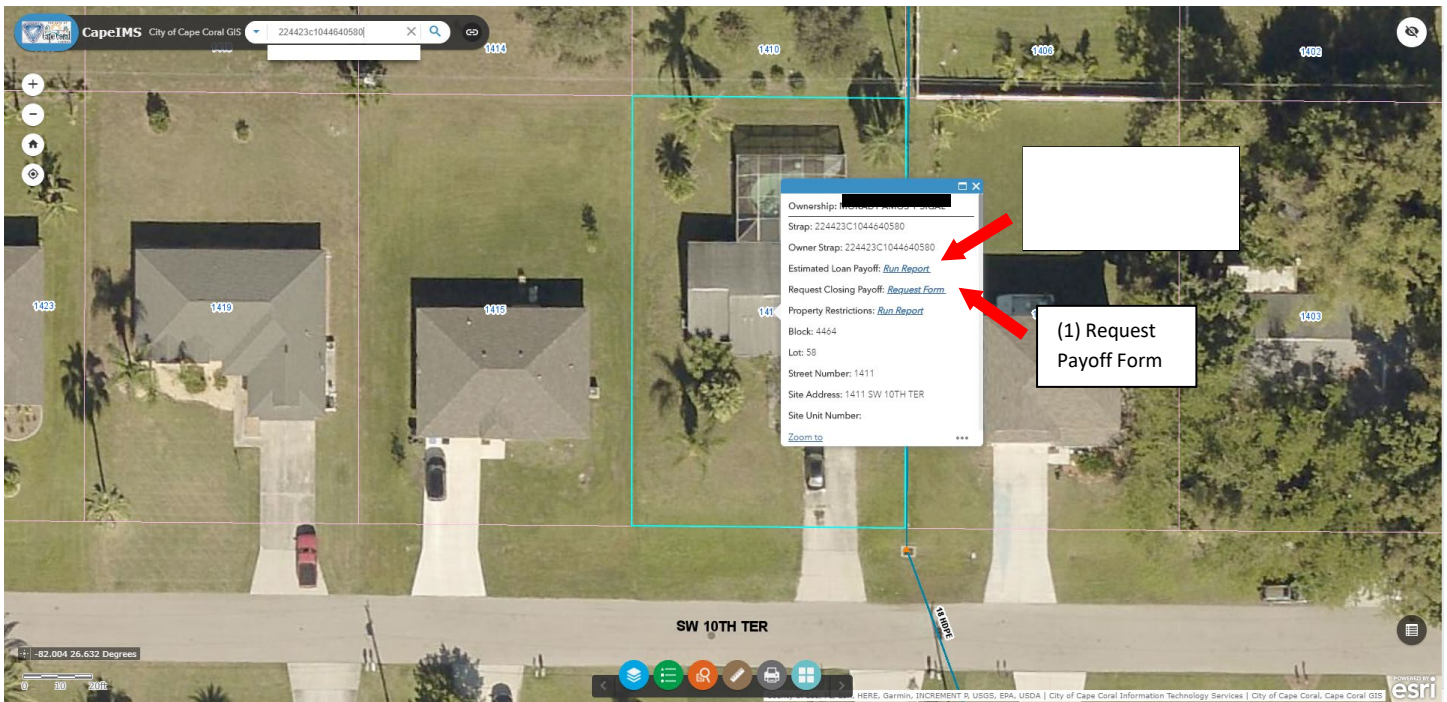
5) Click on the magnifying glass or press 'Enter' on the keyboard to proceed. A picture of the property will appear in the middle of the screen.



6) Payoff Options

- a. To request a City of Cape Coral payoff form, click the link **(1)** 'Request Form' next to Request Closing Payoff. If you are requesting a payoff form on a confidential record, you will have to return to item #2 of these instructions and click on the link **(2)** requesting payoff for confidential records instead of 'Start'.

- b. To view the current account balances from your computer, click the link **(3)** 'Run Report' next to Estimated Loan Payoff. The payoff numbers will now appear for you to view or print in a separate tab in your browser.



CLICK ON THE "START" BUTTON BELOW TO ACCESS THE CapeIMS WEBSITE.

An instructional pdf describing how to use CapeIMS to look up information for Assessments & Payoffs is available [here](#).

Submitting **BULK** (10 or More) payoff requests? Email the straps with no decimals or dashes to payoff@capecoral.net

(2) Confidential Payoff Form Request

Do you have a payoff question? Contact customer billing services at payoff@capecoral.net.

For requesting payoffs on Confidential properties which are excluded from displaying on our GIS Online site click [here](#).

START

- 7) Upon clicking 'Request Form' for submission of a payoff form, enter the appropriate information on the next screen.
- a. The required fields are marked in the screen shot below with a red asterisk.
 - b. The closing date must be after the request date and no more than 30 days in the future.

Payoff Information Request Form

Requestor Information Strap #: 224423C1044640580

Company: *

(If you are the owner, please put your name in the Company box.)

Requestor's Name:

Email Address: *

Phone: () - - - - *

Extension:

Fax: () - - - -

Request Date: 8/29/2019

Closing Date: *
(Closing date available from today up to 30 days in the future.)

Memo:

200 characters remaining

** Please allow 5-7 business days for processing time. Please do not send duplicates **

- 8) Once the payoff is submitted you will receive an email from payoff@capecoral.net informing you we received your request and to please allow 5-7 business days to process. The payoffs will be returned to you in the form of a PDF to the email you provided in the request.

