



City of Tracy  
333 Civic Center Plaza  
Tracy, CA 95376

FINANCE DEPARTMENT

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April 5 2018

Dear Business Owner,

The City of Tracy has always valued its relationship with the business community, and we are pleased to announce some changes to our business licensing designed to streamline the process for businesses operating from or within the City.

The City of Tracy has contracted with HdL Companies to assist the business community for all their business licensing needs. Effective April 25, 2018, the City of Tracy will convert to online business license processing. The HdL Business Support Center will provide the business community with support for all aspects of licensing including application, payment, certificate issuance, and general assistance.

The City and HdL are working closely to ensure a seamless transition with little to no impact on our customer services. During the license renewal period, the Business Support Center will also offer a variety of online support options allowing for filing and paying a business license online as well as obtaining copies of forms and other relevant information.

The Business Support Center offers telephone support hours (Monday through Friday - 8am to 5pm) via their toll free telephone number at (888) 602-0239 or via email at [Support@HdLgov.com](mailto:Support@HdLgov.com). To file, renew, or pay for a license balance on-line, please visit <https://Tracy.HdLgov.com/> or come in person to City Hall (333 Civic Center Plaza) and file at the Finance Department Front Counter online portal.

We are excited about these new options emphasizing our commitment to providing excellent customer service to constituents and the business community.

Thank you for being part of the City of Tracy business community.

Best Regards,

Martha Garcia, Finance Manager  
Finance Department  
City of Tracy