



City of St. Louis Permits On the Web at www.stlcitypermits.com

We are pleased to announce the arrival of our new web-based permit application and inspection management system. Through secure accounts contractors licensed in the City can apply and pay for permits and request inspections for jobs at their convenience on line.

Below please find instructions on how to get an on-line account set up and an outline of some of the basic features the system offers our customers.

1.

Requesting Access

Requesting access is simple; just go to our site located at www.stlcitypermits.com and click on either one of the two "Register" links in the upper right-hand corner of the page.

Enter the licensee information on this page and make sure to have your current, city-issued license number handy as well as the expiration date.

After you fill out the form, just click on the button labeled "Request Access".

Once your application is reviewed and approved, you will receive your username and password via email, and you will be ready to go - easy!

Request Access: Please enter your information.

First Name:*	<input type="text"/>	Title:	<input type="text"/>
Middle Name:	<input type="text"/>	Phone:*	<input type="text"/>
Last Name:*	<input type="text"/>	Fax:	<input type="text"/>
Company:	<input type="text"/>	Mobile:	<input type="text"/>
Address:	<input type="text"/>	Email:*	<input type="text"/>
Apt./Suite:	<input type="text"/>	License Name:*	<input type="text"/>
City:*	<input type="text"/>	License Number:*	<input type="text"/>
State:*	<input type="text"/>	Zip Code:*	<input type="text"/>
		Expiration Date:*	<input type="text"/>

2.

Log In

Once you've received your username and password from the City you can log in and start using the system.

Username:

Password:

LOGIN

[Not a user? Create an account.](#)

3.

Admin Console

When you first log in you will notice the Administrative Console at the top of the page . Here is listed a summary of how much is remaining in your escrow account, the user name of the person who is signed in and quick links to "My Account" where you can manage your account settings as well as a quick link to "Logout".

ADMINISTRATIVE CONSOLE

Escrow Balance: \$3,262.00 | You are signed in as user

| [My Account](#) | [Logout](#)

4.

Paying for Permits Online

You can pay for permits 2 ways. You can establish an escrow account from which permit fees can be deducted or you can pay for permits one at a time.

An escrow account can be funded in 2 ways. You can deposit funds into your escrow account via credit card or e-check.

If you want to pay for permits as you need them, then you will need to use a credit card.

Method of Payment

At this time the City is not able to absorb the transaction costs that the credit card processing companies charge so there is an additional fee associated with each type of payment.

The City does not receive any of these fees.

There is a flat fee of \$1.00 for processing e-checks.

The fee for credit card processing is 3.5% of the total amount being charged.

The credit cards that are currently being accepted by the City are:

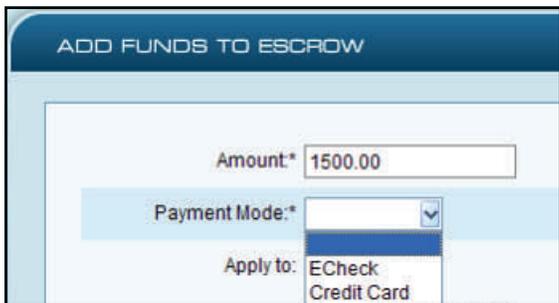
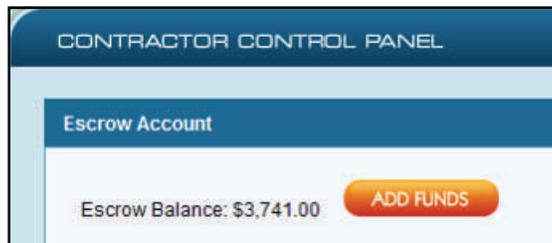
Important Notice:

No Banking or Credit Card information is stored on this system!

**MasterCard
and
Discover**

Managing the Escrow Account

On the control panel there is a button labeled "Add Funds". When you want to make a deposit to your escrow account click on this button and the system will take you to the appropriate screens.



Enter in the amount you would like to deposit to your account and then select the payment mode. You can select from either E-Check or Credit Card.

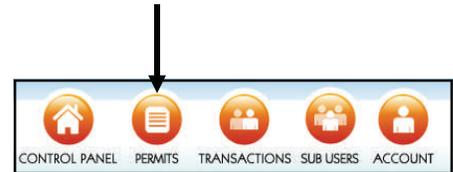
Depending on the mode selected you will be prompted for the required information in the next screens.

Remember there is a \$1.00 fee for e-check and a 3.5% fee for credit cards that will be added to the amount charged for the deposit.

5.

Applying for a Permit

To begin the application process, simply click on the "Permits" button in the upper-right hand area of the page.

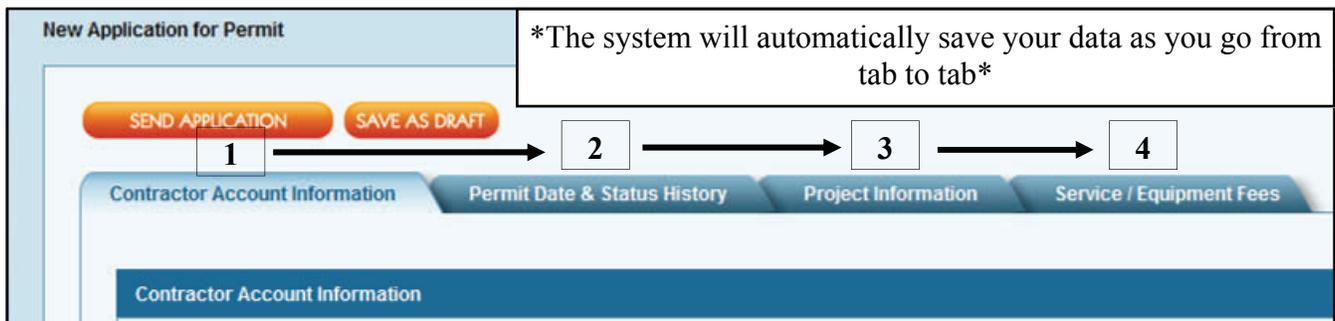


On this page you will see a list of all of the permits associated with your account only. You are able to sort the page in ascending or descending order by clicking on any one of the column headers.

When you are ready to apply for a new permit simply click on the "Pull New Permit" button in the upper right area of the page.



You can submit an application or save it as a draft. Saving as a draft will aid in getting actual permit costs for estimates.



The **Contractor Account Information** tab will be pre-filled with your company information. Your license number and license expiration date will also be displayed here each time you apply; there is nothing to fill out on this tab.

On the **Permit Date and Status History** tab the application, expiration and estimated completion dates are input. These are all required fields and the system will automatically fill in the application and expiration dates.

The **Project Information** tab is where the project address and ownership information is input. Ownership information will be imported from the City Assessor's database if you click on the Address Lookup link (the globe).

****For best results with a property look up enter in only the House Number and Street Name; then click on the search.****

The shorter "Description" text box on this page is for contractor convenience to assign a name or job number. This will be displayed on the list.



On the **Service / Equipment** tab you will be asked to select the type of application you want to submit and the various elements related to each application. (See Pages 8 thru 11 for details)

Address Look Up



SEND APPLICATION SAVE AS DRAFT

Contractor Account Information Permit Date & Status History **Project Information**

Project Information

Location:* 

Enter House Information

Number: Suffix: Unit:

Enter Street Information

Prefix: Name: Suffix: Dir:

At the top of the Project Information tab is the area of the permit application where the address is input.

Start with the House Number and then tab to the Street Name text box.

Then click on the globe above that is next to the "Location" text box which is greyed out, and you will be redirected to the assessor's page.

These windows open up within the permit system.

If the number and street are an exact match then the information will import into the application automatically.

If the number or street name (more commonly) don't match then you may have to select the appropriate one as shown on the right here.

Geo St. Louis
a guide to geospatial data about the City of St. Louis

Home Mapping Parcel Data Images Data

Find Parcel By: Address, City Block, Parcel ID

Insert Address: Multiple Addresses Found, Enter Address

Address: 

WYOMING PL
WYOMING ST

Open the "drop menu" and select the appropriate street name. Then click on the "Search" button.

Find Parcel By	Insert Address		
Address	Search for 4715 WYOMING PL yielded no results. All parcels		
City Block	Page 1 2		
Parcel ID	Displaying 1-15 of 18 records.		
Map	Handle	Address	Owner
	14753040030	5505 WYOMING PL	
	14753040040	5509 WYOMING PL	
	14753040050	5513 WYOMING PL	
	14753040060	5517 WYOMING PL	
	14753040070	5521 WYOMING PL	
	14753040080	5525 WYOMING PL	
	14753040090	5529 WYOMING PL	
	14753040100	5533 WYOMING PL	

Clicking on the "Handle" will import the ownership information into your permit application.

If the number you entered does not match the assessor's records, you may have to select the other street name, as in our example here.

If you mis-typed or don't have the correct number, you can select from the range of addresses on the street by clicking on the "Handle" link.

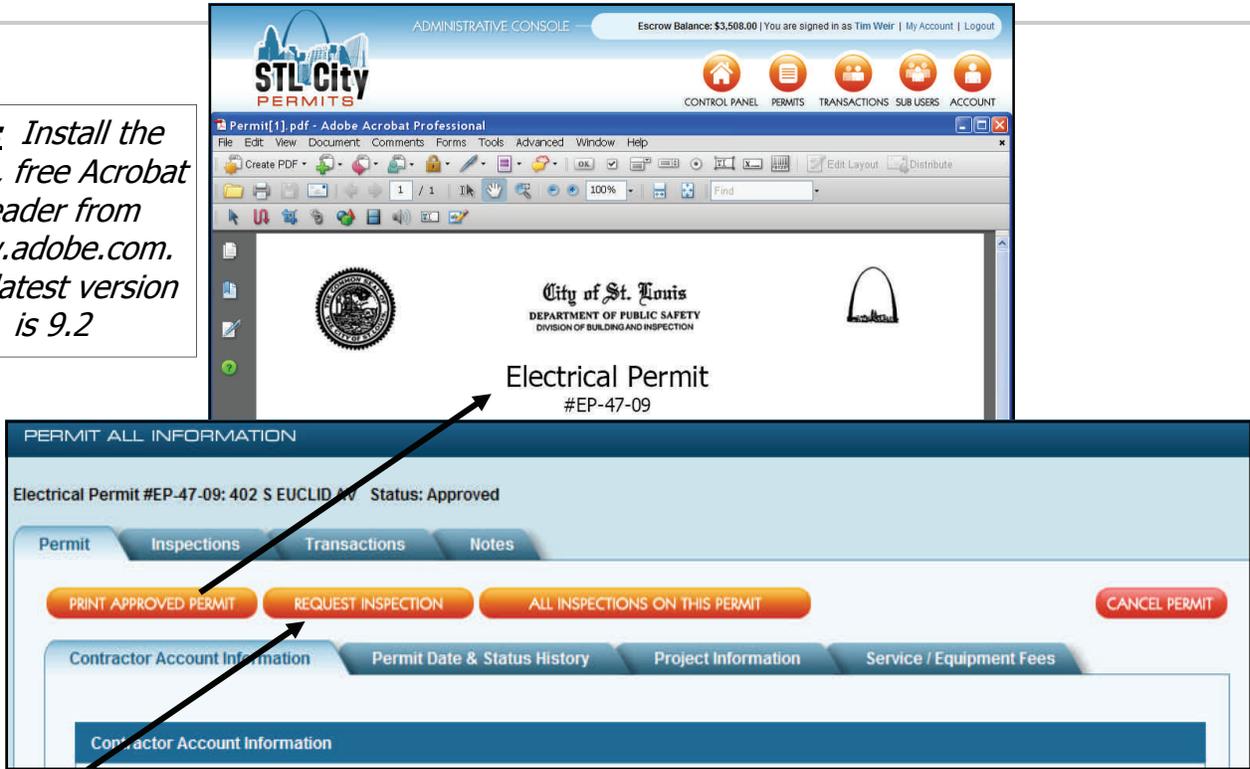
Clicking on the "Handle" will import the ownership information into the application.

6.

Printing a Permit

After the City has approved your application, you will receive an email notification with your permit number. You can now access your information online and print the official permit for the jobsite just by clicking on the "Print Approved Permit" button in the Permit Detail area.

Tip: Install the latest, free Acrobat Reader from www.adobe.com. The latest version is 9.2



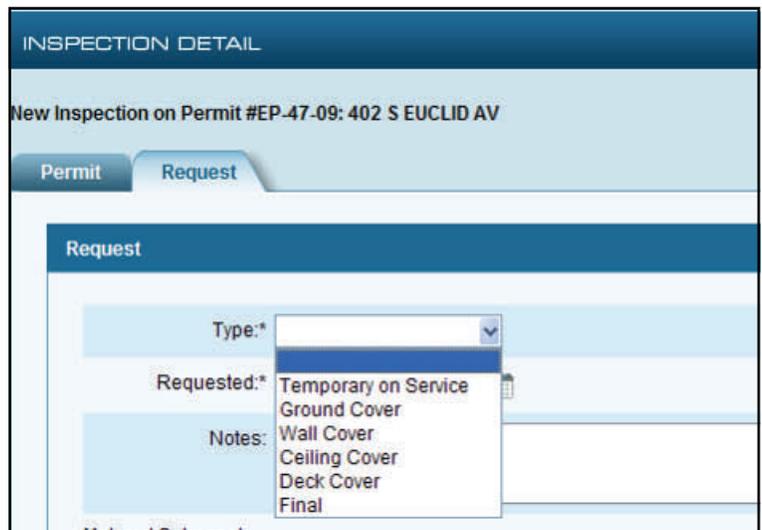
7.

Requesting Inspections

Once your permit is approved, you can request inspections on your jobs through the portal; just click on the "Request Inspection" button on the permit tab of the job you want inspected.

Inspection Type

Once the inspection detail page opens you can select the type of inspection you want from the drop-down menu.



Requested Date

Click on the calendar icon to open up a calendar view. This will allow you to select a date for your inspection.

The earliest you can request an inspection is for the following week-day. If you need a same-day inspection, then you will need to call the inspector assigned to your permit.

When you first open the inspection detail the calendar date will default to the next week day that is available for request.

You have the ability to request an inspection as far in advance as you need.

Blacked-out dates will be displayed as grayed-out on the calendar as January 20th is in the example to the right.

The screenshot shows the 'INSPECTION DETAIL' page for a 'New Inspection on Permit #EP-47-09: 402 S EUCLID AV'. The 'Request' tab is active. The 'Type' is set to 'Wall Cover' and the 'Requested' date is '1/4/2010'. A calendar pop-up is displayed, showing January 2010. The 20th is highlighted and labeled '20Th Day'. An arrow points to the calendar icon next to the 'Requested' field.

Notes

You can enter in notes for the inspector in the Notes text box.

Notes you enter here will be included in the email alert that is sent to the inspectors as well as the requested inspection instance in their list.

Some items to consider: contact names, desired times, lock-box codes, locations, contact phone numbers, etc.

Requesting Multiple Inspections at the Same Job

If you want to schedule a single inspection in multiple areas of a job, a "wall cover" on floors 3, 4 and 5 for example, simply request the type and you can input the locations in the "notes" text box.

If you want to schedule multiple and different inspections on the same job, maybe a "ground cover" in the parking lot and a "ceiling cover" on the 3rd floor, you will want to request them separately and put the appropriate explanations in the "notes" text box of each request.

Just make the first request; Click on Save, and then make the second requested inspection.

Requesting Inspections for Services and Metered Subpanels

You are able to request inspections for services or metered subpanels simply by selecting the type of inspection (Temp or Final), the date and then check one or any of the boxes next to the items you want to have inspected.

If you select multiple items for inspection, the system will break these out into separate instances so individual results can be tracked.

Once a service or subpanel has had an inspection requested, the "check box" is replaced by the word "pending" so you know that results should be forthcoming.

When a service or metered subpanel is inspected, then the word pending will be replaced with "pass" or "fail".

Also, the system will send you and Ameren an email as soon as the results are entered by the inspector.

INSPECTION DETAIL

New Inspection on Permit #EP-47-09: 402 S EUCLID AV

Permit Request

Request

Type:* Temporary on Service

Requested:* 1/4/2010

Notes:

Metered Subpanels

Inspect	Premise Number	Description
PENDING	555-777-444	Unit 1
<input type="checkbox"/>	665-889-784	Unit 2
PENDING	222-555-777	Unit 3
<input checked="" type="checkbox"/>	874-563-214	Unit 4
<input type="checkbox"/>	584-210-365	Unit 5

SAVE CANCEL

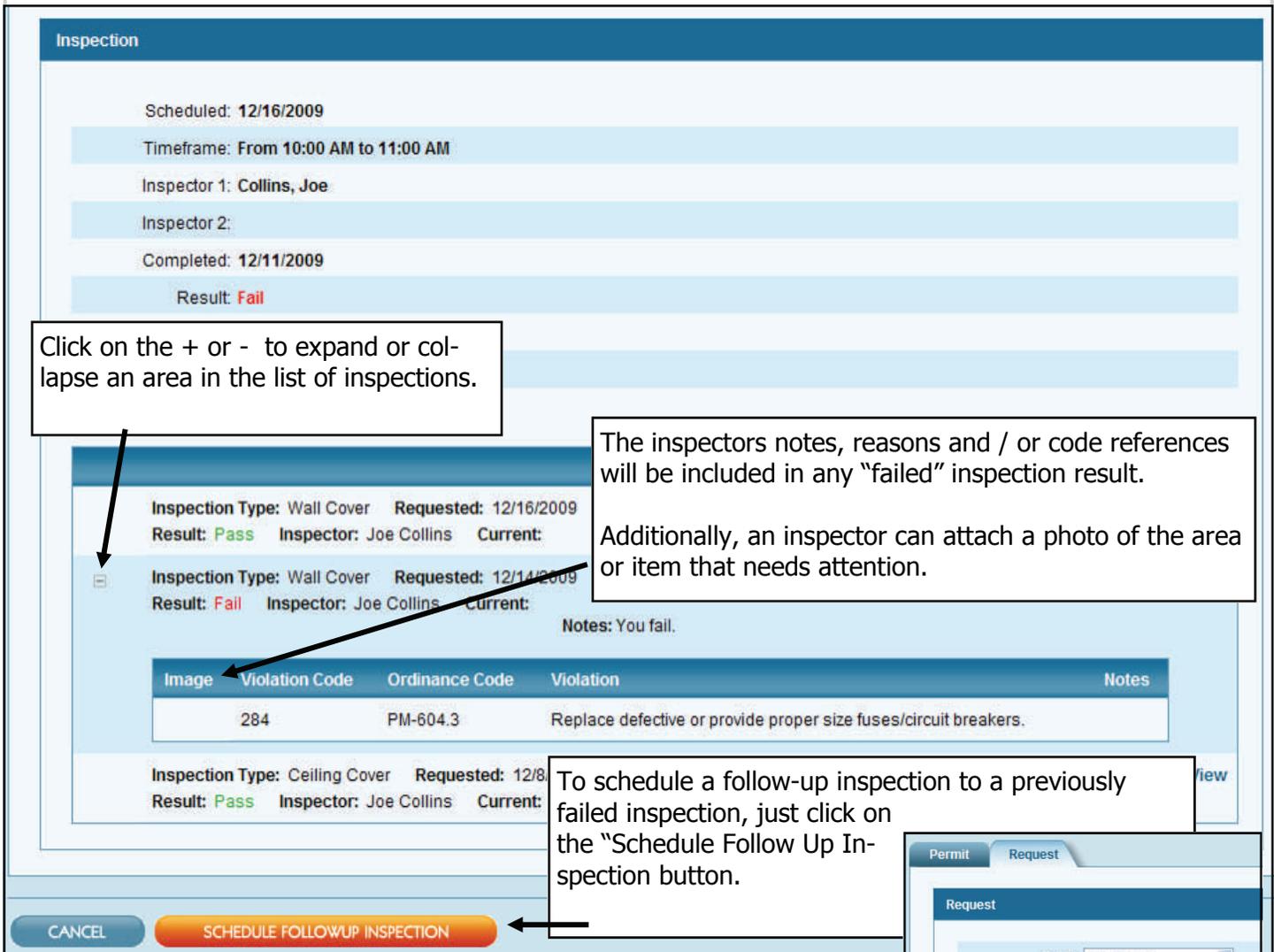
Requesting a Follow-Up Inspection

If there is a failed inspection, once the inspector inputs the results, the system will send an email alert to the user who applied for the permit. There is also a link to all "Failed and Open" inspections on the control panel.



Simply click on the link to the right and the system will show you a list of any and all failed inspections that have not had a follow-up inspection with a "Passed" result.

When you opened the permit or failed inspection, simply click on the "Schedule Follow Up Inspection" button to request an inspection.

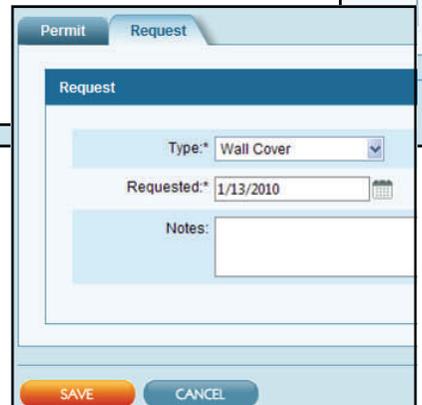


Click on the + or - to expand or collapse an area in the list of inspections.

The inspectors notes, reasons and / or code references will be included in any "failed" inspection result. Additionally, an inspector can attach a photo of the area or item that needs attention.

To schedule a follow-up inspection to a previously failed inspection, just click on the "Schedule Follow Up Inspection" button.

Image	Violation Code	Ordinance Code	Violation	Notes
	284	PM-604.3	Replace defective or provide proper size fuses/circuit breakers.	



Permit Request

Request

Type: Wall Cover

Requested: 1/13/2010

Notes:

SAVE CANCEL

The follow-up request is just like an original inspection request except that it is "tied" to the failed inspection. If this inspection is passed it will close out the previous, open failure.

Canceling a Requested Inspection

If you want to cancel a requested or scheduled inspection you will need to call the inspector and notify him.

8.

Contractors: Sub-User Accounts

Once your master account has been approved and established by the City, you will be able to add sub-users to your account and give them various levels of access to the system.

Only the master account has access to create sub-user accounts for other users within the same company.

Only the "Permits" and "Transactions" privileges affect sub-user accounts. This is how the privileges break down:

Permits: View: (check View box only) allows the sub-user account to see all permits, save permit applications as a draft only (cannot submit to the City) and can request inspections.

Permits: Edit: (check Edit box) same privileges as above, and allows the sub-user to send permit applications to the City with the ability to pay via Escrow or Credit Card.

Permits: Admin: (check Admin box) same as all above, but also gives the sub-user account access to the "Add Funds" button for the escrow account.

Transactions: View: (check View box only) allows the sub-user to view only the transactions associated with their account.

Transactions: Admin: (check Admin box) allows the sub-user to view all transactions listed for the contractor account.

Inspections: A Place-Holder for now.

	View	Edit	Admin
Permits <i>Permit management</i>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Inspections <i>Inspection management</i>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transactions <i>Transaction management</i>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

SAVE PRIVILEGES

9.

E-Mail Alerts

The system will send you email alerts when:

- Your user account has been established by the City
- Sub-user accounts are set up by the contractor
- You have submitted an application for review and approval.
- The city has approved your application
- The city has approved your application with changes that affect the price of the permit
- You have requested an inspection
- An inspector has scheduled your requested inspection
- An inspector has passed or failed an inspection or wiring approval

The system also sends a copy of Wiring Approval alerts to Ameren

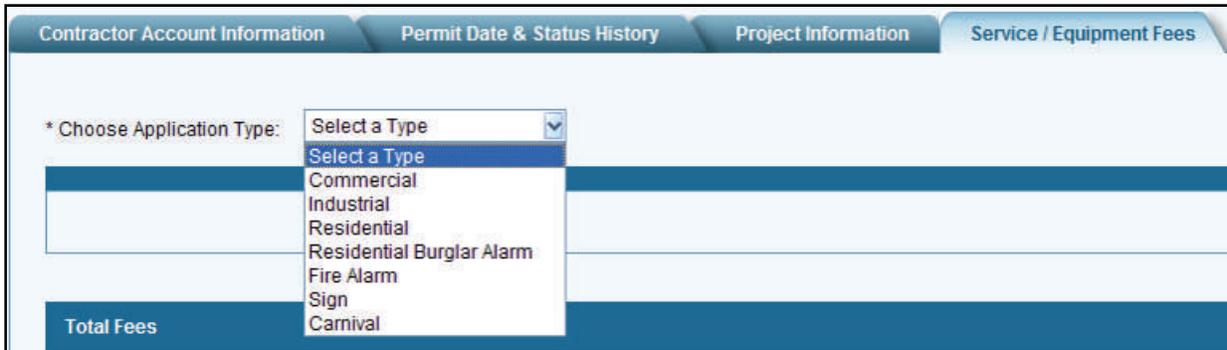
All email alerts that are generated by the system are addressed from "PermitAlerts@STLCityPermits.com". Please be sure to check your spam or junk folders at first and mark the emails so they will be allowed into your in-box in the future.



10.

Application Types

Following is a breakout of some of the differences in the various types of applications:



Commercial, Industrial and Residential Applications

The commercial, industrial and residential applications all look and operate pretty much the same. Here are some of the items that may stand out:

Commercial

Electrical Service Equipment

An Ameren Premise # is required to submit an application on a service.

Click here to add multiple services to the application

ADD SERVICE

Premise Number	Amperage	Volts	Phase	Wire	Delete
<input type="text"/>	<input type="button" value="Delete"/>				

Subpanel with Metering Subpanel with Metering (Qty):

ADD UNIT DESCRIPTION AND PREMISE #

Unit/Desc	Premise Number
<input type="text"/>	<input type="text"/>

Raceway is for future use raceway only. Enter in increments of 10' (ie: 100' = 10 on application)

Premise #'s are not required to submit on metered sub-panels, but they will be needed at the time of inspection.

General Wiring

Subpanels: Raceway: Disconnects: X-Rays:

Electrical Outlets **Transformers: (25kVA and higher)** **Generators:**

ADD ELECTRICAL OUTLET ADD TRANSFORMER ADD GENERATOR

Type	Number	Delete	Size	Number	Delete	Size	Number	Delete
<input type="text"/>	<input type="text"/>	<input type="button" value="Delete"/>	<input type="text"/>	<input type="text"/>	<input type="button" value="Delete"/>	<input type="text"/>	<input type="text"/>	<input type="button" value="Delete"/>

Description:

Low Voltage Devices:

ADD

Type	Number	Description	Delete
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="button" value="Delete"/>

If the item you want to install is not listed in the "Type" drop menu then just input the quantity and enter the type in the Description text box.

Fire Alarm Applications

Building Permit numbers are required to submit a Fire Alarm application.

If the item you are looking for is not in the drop menu simply enter the quantity and the appropriate item in the description text box.

Click on the Add button for additional line items.

Contractor Account Information | Permit Date & Status History | Project Information | Service / Equipment Fees

* Choose Application Type: Fire Alarm

Fire Alarm

Building Permit Number:*

Fire Alarm Devices: \$0.00

ADD

Type	Number	Description	Delete
<input type="text"/>	<input type="text"/>	<input type="text"/>	Delete

Total

- Horn/Strobes
- Dampers
- Smoke Detectors
- Control Panels
- Public Address

Sign Applications

A Building Permit number is required for new, exterior signs. There is room on the application to designate the type and location of signs if they are being installed in various areas of a project.

You can also input the number of disconnects, if any, associated with each type of sign.

Just click on the "Add" button for an additional line item when needed.

Contractor Account Information | Permit Date & Status History | Project Information | Service / Equipment Fees

* Choose Application Type: Sign

Sign

Signs: \$50.00
Sign Disconnects: \$50.00

ADD

Signs	Sign Sections	Disconnects	Type	Location	Building Permit Number	Delete
<input type="text" value="1"/>	<input type="text"/>	<input type="text" value="1"/>	New	Exterior	<input type="text"/>	Delete
<input type="text" value="1"/>	<input type="text"/>	<input type="text" value="1"/>	Replacement	Interior	<input type="text"/>	Delete

Residential Burglar Alarm Applications

Simply enter in the number of systems you are installing and the system will calculate the fee.

The screenshot shows a web interface with four tabs: "Contractor Account Information", "Permit Date & Status History", "Project Information", and "Service / Equipment Fees". The "Service / Equipment Fees" tab is active. Below the tabs, there is a dropdown menu labeled "* Choose Application Type:" with "Residential Burglar Alarm" selected. Below this, there is a section titled "Residential Burglar Alarm" containing a form field "Burglar Alarm Systems:" with the value "1" and a calculated fee of "\$40.00".

11.

Communications Contractors

Communications Contractors have access to the Low Voltage section of the Residential, Commercial and Industrial applications as well as Fire Alarm and Residential Burglar Alarm applications.

12.

Contractors' Home Page

By clicking on the STL City Permits logo you will be re-directed to the Electrical Contractors' Home Page. Here, the city may distribute news regarding their schedules or process and updates about the system.

Please note that you have NOT logged out. Simply click on the words "Control Panel" in the upper right-hand corner and you will return to the permitting system, or click on "Logout" to end your session.

The screenshot shows the "STL City PERMITS" logo on the left. A box with an arrow pointing to the logo contains the text: "Click on the Logo to find the latest news from the City." In the top right corner, there is a navigation bar with "Control Panel | Logout" and a right-pointing arrow. Below this are five icons: a checkmark (REGISTER), a document with a checkmark (REQUEST SI), a question mark (FAQs), an information icon (HELP), and a telephone icon (CONTACT US). The main content area is titled "WELCOME" and "Contractor News". It features a "New Website" announcement: "The City of St. Louis is happy to announce that we are accepting permit applications through our new web-based system. You will be able to apply, pay for and request inspections all through your secure account. If you have any questions please feel free to contact us at any time."