2018

JURISDICTION ADMINISTRATOR USER'S GUIDE

Detailed guide to configuring, managing, processing, and troubleshooting permit applications within MBP.

eCityGov.net
2005 © eCityGovAlliance

All Rights Reserved

MyBuildingPermit.com
a service of eCityGov.net

Table of Contents

Table of Contents 1
MBP Resources and Links 4
Important Site Links 4
MBP Service Delivery Team 4
Conventions used in this manual 5
Jurisdiction Administration Home Page 6
Plan Review Dashboard 8
MBP Status Definitions 8
Dashboard Columns 10
Application Detail Page 12
Reviewing Plan Review Applications 14
Accepting an Application 14
Rejecting an Application 14
Accept Documents 16
Invoicing Fees 17
Processing Paid Invoices 18
Changing Dashboard Status 19
Uploading Files 20
Resending Failed Applications 21
Changing Permit Numbers 21
User Profiles 22
Contractor Accounts 22
Customer Accounts 25
Staff Accounts 25
Managing Items in MBP 28
Application Configuration 29
Customer Application Process and Selections 29
Application Integration 32
Configuring Applications 34
Considerations when Configuring Applications: 34
Selecting Configuration Types 35

 All Rights Reserved

Creating a Pre-Application Message: 36
Adding a Work Type/SKU 38
Adding Supplemental Questionnaires 42
Adding Document Types 44
Adding Submittal Information 45
General Process Info Tab 46
Cloning or Copying an Application Configuration 47
Deleting an Application Configuration 49
Requesting New Items—Permit Types, Document Types, Work Types, etc. 49
Permit Fees 51
Valuation/Range Tables—Overview 52
Creating or Editing Valuation or Range Tables 53
Fee Codes—Overview 57
Creating and Using Fee Codes 59
Deleting Fee Codes 63
Assigning Fee Codes 63
Fee Maintenance—Increases, New Fees 67
Managing Jurisdiction Information 68
Settings 68
Jurisdiction Info 68
Applications 69
Inspections—Messaging 70
Holidays—Non-integrated Jurisdictions Only 71
Registered Basics 71
Managing Supplementals 72
Creating New Questionnaires 72
Support Menu 76
Email Notifications 77
Reports 81
MyBuildingPermit Metrics 81
Exports 82
Inspection Report 83

 All Rights Reserved

Managing Addresses 84
Additional Resources 85
MBP Team SharePoint Site 85
WorkType/SKU and/or Category Requests 86
Document Type Requests 88
Enhancement Tracker Requests 89
Jurisdiction Messaging Requests 90
Application Process Flows 91
MBP Jurisdiction Integration 93
How Data Transfers and Displays 94
Integration Points 94
Skills and Resources Needed 95
Terminology Used 95
Helpful Information and Troubleshooting 96

 All Rights Reserved

MBP Resources and Links

Important Site Links

Admin site: Jurisdictions can configure applications, manage jurisdiction settings, and access their dashboard to review and manage plan review applications,.

ePermit site: Customers can apply for permit applications, as well as view and manage submitted plan review applications.

- ***Production*** sites are the live, fully functioning sites.
- ***Staging*** sites are used by MBP support staff and jurisdictions for testing, training, and researching reported issues. Anything entered in staging will not transfer to production.

Site Name	URL
Admin **Production**	https://admin.mybuildingpermit.com
Admin **Staging**	https://adminstg2016.mybuildingpermit.com
ePermit (Apply) **Production**	https://epermit.mybuildingpermit.com
ePermit (Apply) **Staging**	https://epermitstg2016.mybuildingpermit.com
MBP Home site	https://mybuildingpermit.com
Permit Status site	https://permitsearch.mybuildingpermit.com
Inspection Scheduling site	https://inspection.mybuildingpermit.com
MBP SharePoint site	https://teamsite.mybuildingpermit.com/MBP

MBP Service Delivery Team

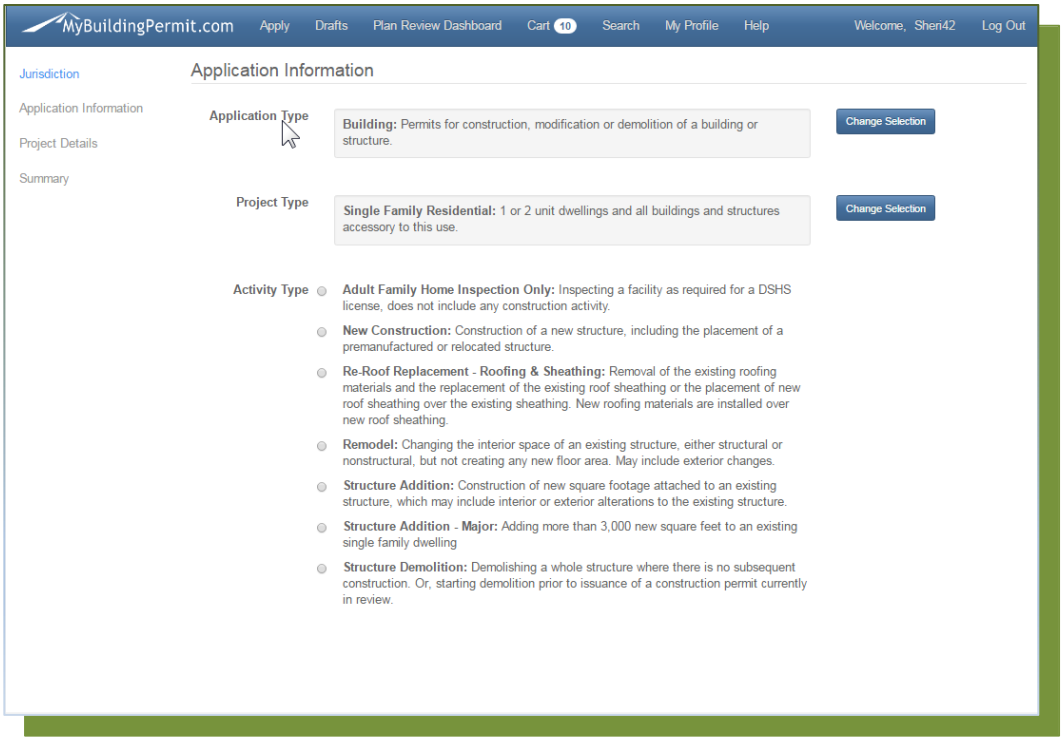
The eGov Service Delivery Team (ESDT) is a team that supports the My Building Permit (MBP) program. The ESDT is made of the following team members/roles:

Role	Name	Email
Service Delivery Team Manager	Enzhou Wang	ewang@bellevuewa.gov
Development Team Lead	Charles Wesley	cwesley@bellevuewa.gov
Project Manager	Sheri Galloway	sgalloway@bellevuewa.gov
Developer	Dave Chavez	dchavez@bellevuewa.gov
Developer	Roopa Lokanath	rlokanath@bellevuewa.gov
Business Analyst; Subject Matter Expert (SME)	Michele Miller	mrmiller@bellevuewa.gov
Business Analyst	Amy Rodriguez	arodriguez@bellevuewa.gov

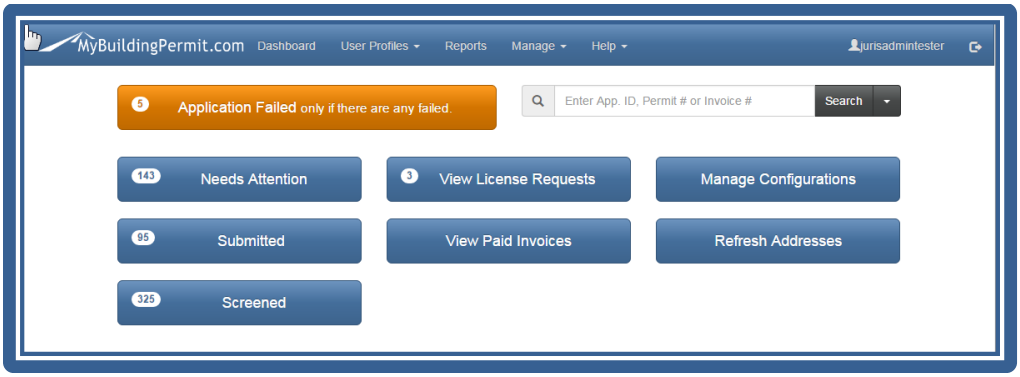
All Rights Reserved

Conventions used in this manual

Pictures with a **green border** are ***customer/applicant*** screenshots.



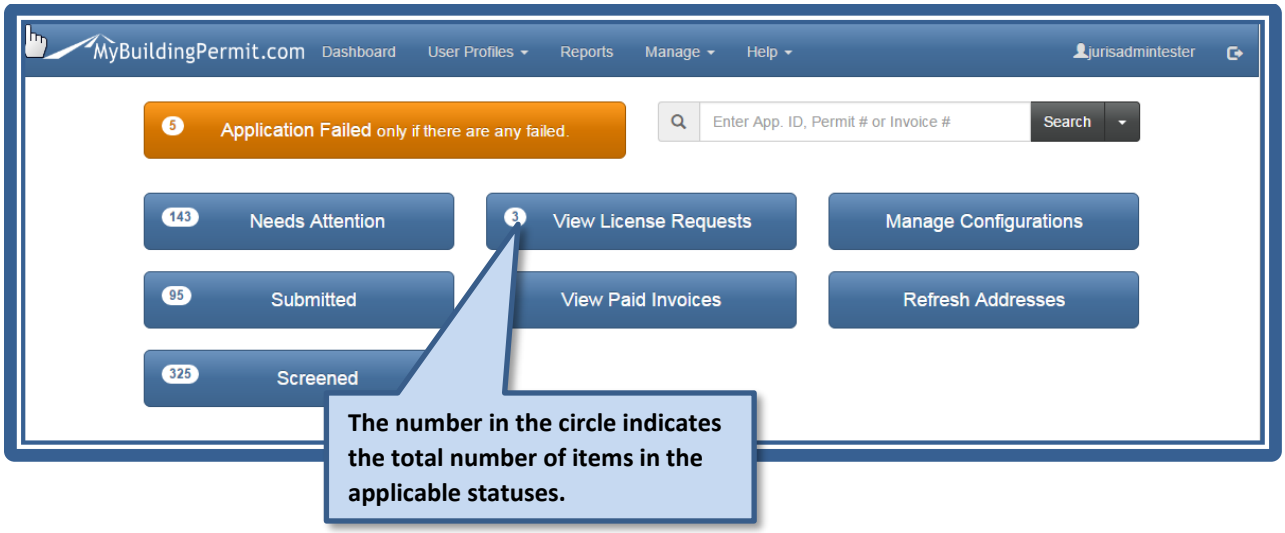
Pictures with a **blue border** are ***jurisdiction administrative*** screenshots.



All Rights Reserved

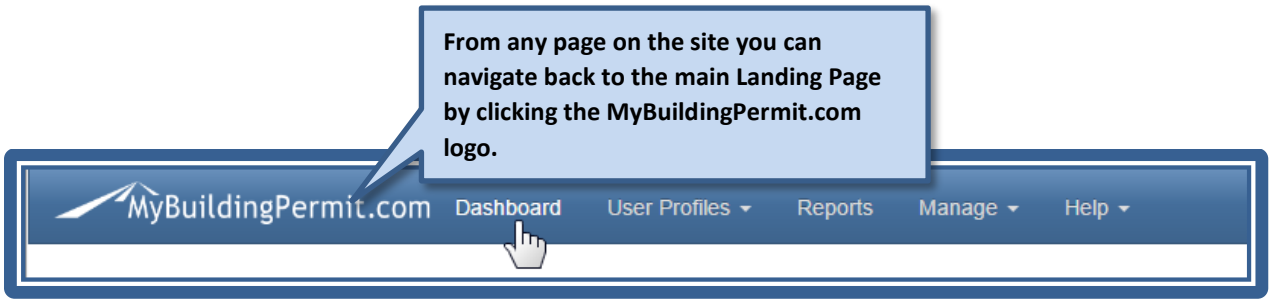
Jurisdiction Administration Home Page

The MBP Admin site is used by jurisdictions to manage settings, staff users/accounts, configurations, and access the jurisdiction plan review dashboard. The landing page on the site contains helpful shortcuts to many tasks frequently performed by jurisdiction staff:



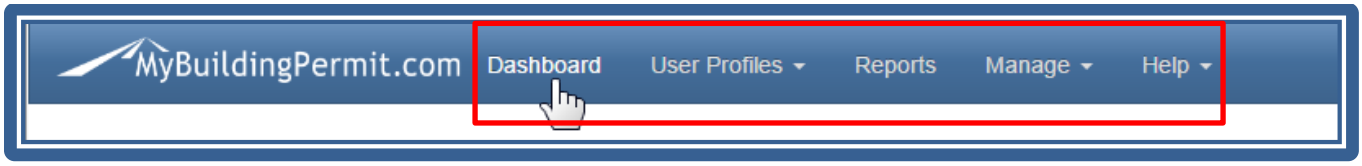
These statuses typically need immediate attention from the jurisdiction and include shortcut links to the following actions:

- **NEEDS ATTENTION** – Submitted permit applications pending review.
- **APPLICATION FAILED**—Failed applications (most likely due to a failure with the backend system integration) to be reviewed/resubmitted.
- **VIEW LICENSE REQUESTS**—Contractor accounts pending local business license verification.
- **MANAGE CONFIGURATIONS**—Manually add or edit application configurations by jurisdiction.
- **REFRESH ADDRESSES**—Manually refresh addresses which are in the database view (that then pull into the permit application process when customer search for a project location).



All Rights Reserved

The **Menu bar** across the top of every screen gives jurisdictions the ability to administer MBP through the following functions:



DASHBOARD – Review and manage plan review applications in the following application statuses: Needs Attention, Submitted, Not Accepted, Screened, In Review, Issued, Closed, and Failed.

USER PROFILES – Manage Contractor accounts and licenses, Customer names and email addresses, and Staff accounts

REPORTS – Export statistical reports with data on Monthly Permits, Monthly Revenue, and Applicants. Access reports on all configurations in the system, product catalog, and pre-application selections and definitions.

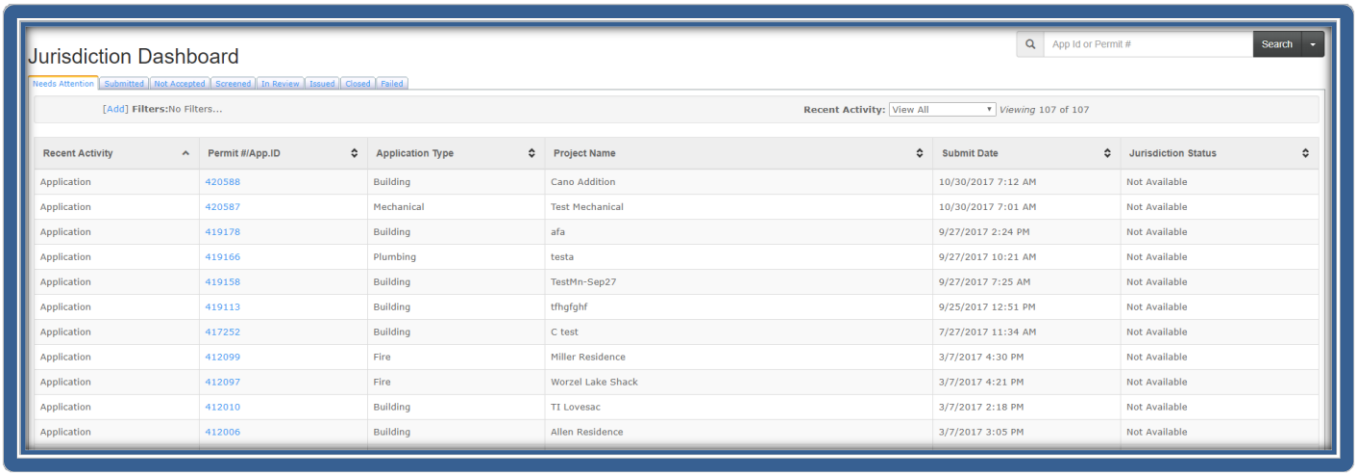
MANAGE – Manage your Applications; Configure Fees, Settings, and Supplemental application information; Support allows you to resend invoices or confirmation emails, regenerate permits, remove unpaid invoices, etc.

HELP –Links to both Jurisdiction and Customer user guides

All Rights Reserved

Plan Review Dashboard

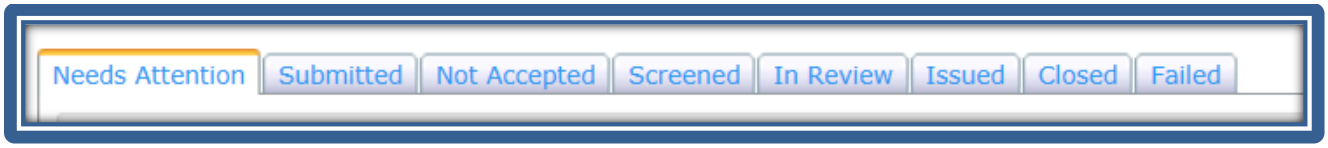
The **DASHBOARD** option allows Jurisdiction to review and manage all applications submitted. The tab defaults to Needs Attention as these are the applications that typically need immediate attention:



Recent Activity	Permit #/App.ID	Application Type	Project Name	Submit Date	Jurisdiction Status
Application	420588	Building	Cano Addition	10/30/2017 7:12 AM	Not Available
Application	420587	Mechanical	Test Mechanical	10/30/2017 7:01 AM	Not Available
Application	419178	Building	afa	9/27/2017 2:24 PM	Not Available
Application	419166	Plumbing	testa	9/27/2017 10:21 AM	Not Available
Application	419158	Building	TestMn-Sep27	9/27/2017 7:25 AM	Not Available
Application	419113	Building	tfhgfghf	9/25/2017 12:51 PM	Not Available
Application	417252	Building	C test	7/27/2017 11:34 AM	Not Available
Application	412099	Fire	Miller Residence	3/7/2017 4:30 PM	Not Available
Application	412097	Fire	Worzel Lake Shack	3/7/2017 4:21 PM	Not Available
Application	412010	Building	TI Lovesac	3/7/2017 2:18 PM	Not Available
Application	412006	Building	Allen Residence	3/7/2017 3:05 PM	Not Available

This is equivalent to the customer dropping off their application in person at the “front counter”. The jurisdiction then reviews the application for completeness and decides to accept or reject it. The Jurisdiction Dashboard includes tabs for applications in the following status: Needs Attention, Submitted, Not Accepted, Screened, In Review, Issued, Closed, and Failed.

MBP Status Definitions



Needs Attention
The application requires some action. Applications under this tab may also appear under one of the other dashboard tabs. Check the *Recent Activity* column for a description of the activity needed.

Submitted
The application has been submitted but has not yet been accepted or rejected by the jurisdiction. This status is system assigned once the customer submits the application.

Not Accepted
The application was not accepted by the jurisdiction. An email notification is sent form the jurisdiction to the project contact explaining why it was not accepted. The system assigns this status when the jurisdiction rejects an application. After necessary changes are made, the application must be resubmitted to continue the process.

All Rights Reserved

Screened
The application has been accepted by the jurisdiction, but submittal fees have not yet been paid. Plan review does not begin until these fees are paid. The system assigns this status once the jurisdiction accepts an application.

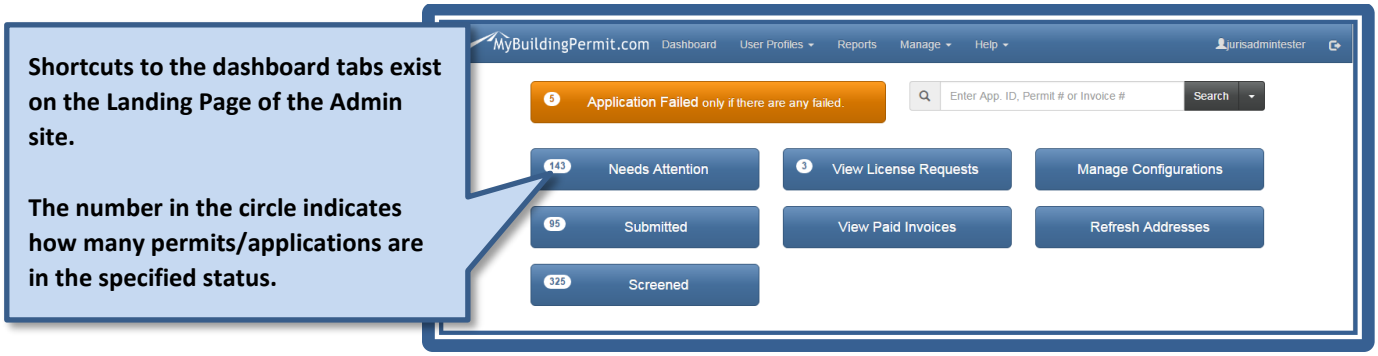
In Review
Submittal fees have been paid and the application is in the review process. The jurisdiction manually assigns this status on the Dashboard.

Issued
The permit or approval has been issued and the final plans uploaded (if applicable). Revisions can still be submitted.

Closed
The project has been completed in accordance with the approved plans and/or associated condition, the applicant cancelled the project, or the project was not resubmitted after being rejected. Revisions cannot be submitted. The jurisdiction manually assigns this status on the Dashboard. Closed applications are removed from the dashboard after 180 days.

Failed
The system assigns this status when a problem occurs during the permit generation and/or integration process (including file integration). The jurisdiction needs to resend the application, enter a permit number, or reaccept failed files.

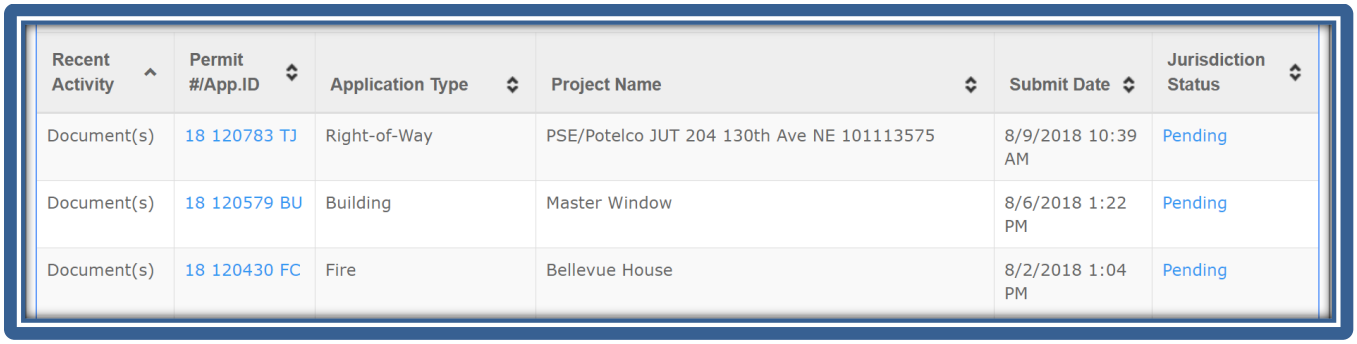
In Process
This status is not displayed by tab. It is an interim status that is assigned by the system while the application is being processed from one status to another (i.e. *Submitted* to *Screened*).



All Rights Reserved

Dashboard Columns

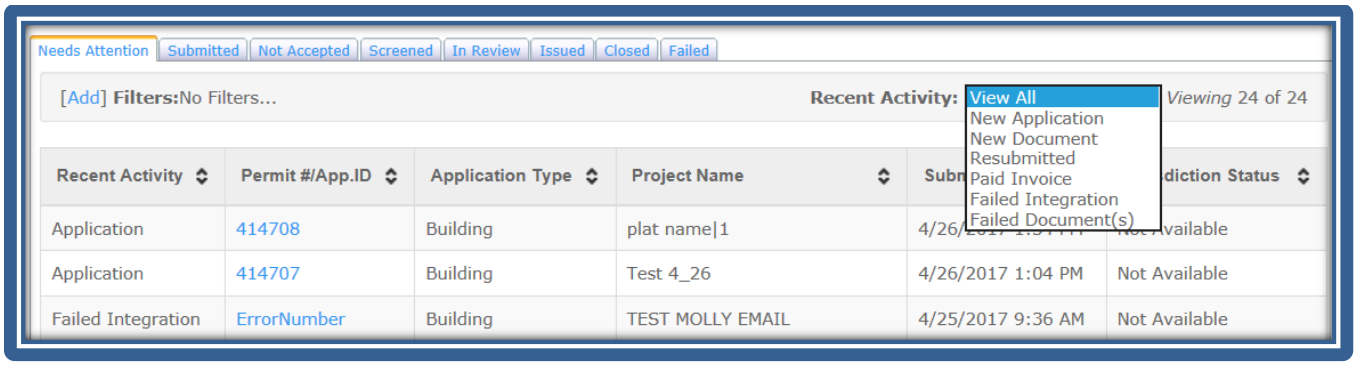
Within each tab the six columns are displayed containing key information for each application. Clicking on the arrows by each column name allows users to sort the list by the selected data set.



Recent Activity	Permit #/App.ID	Application Type	Project Name	Submit Date	Jurisdiction Status
Document(s)	18 120783 TJ	Right-of-Way	PSE/Potelco JUT 204 130th Ave NE 101113575	8/9/2018 10:39 AM	Pending
Document(s)	18 120579 BU	Building	Master Window	8/6/2018 1:22 PM	Pending
Document(s)	18 120430 FC	Fire	Bellevue House	8/2/2018 1:04 PM	Pending

Recent Activity

This column displays activities that have occurred for a specific application. The activities listed require some action by the jurisdiction. Once the required action is completed, the activity no longer appears in the column. A view menu enables filtering by activity type:



Recent Activity	Permit #/App.ID	Application Type	Project Name	Submit Date	Jurisdiction Status
Application	414708	Building	plat name|1	4/26/2017 1:51 PM	Not Available
Application	414707	Building	Test 4_26	4/26/2017 1:04 PM	Not Available
Failed Integration	ErrorNumber	Building	TEST MOLLY EMAIL	4/25/2017 9:36 AM	Not Available

Recent activity descriptions and actions required:

- **Application** – A customer has submitted a new application and the application requires review. Activity is removed when application is either accepted or rejected.

- **Document(s)** – The applicant or delegate has uploaded documents that require review. Activity is removed when the document(s) have been accepted or deleted.

- **Failed Document(s)** – The document integration process failed when the document accept button was clicked. The integration issue must be fixed before proceeding. Activity is removed when the document integration is successful.

All Rights Reserved

- **Failed Integration** – A problem occurred during the permit generation and/or integration process for the application. Any integration issue(s) must be fixed before proceeding. Activity is removed when the application is successfully resent, or a permit number is manually entered.

- **Paid Invoice** – The applicant or delegate paid an invoice from the MBP cart. Jurisdiction must mark the invoice as paid on MBP and their tracking system. Activity is removed when the *Clear Activity* button is clicked on the Invoices tab.

- **Resubmitted** – A customer has resubmitted a rejected application and it requires screening. Activity is removed when the application is either accepted or rejected.

Permit #/App. ID
This is the permit number or application ID assigned to the project. When an application is submitted (but not yet accepted), the application ID displays here. Once the application is accepted and integrated with jurisdiction's back-end, the permit number displays. Each permit number and application ID is a hyperlink to the Application Detail page. **Note:** ErrorNumber displays in this field if the integration process fails.
Application Type
Displays the type of permit application submitted (i.e. Building, Plumbing, Mechanical, etc.).

Project Name
This is the project name assigned by the applicant during the application process. This column is blank on OTC permits.

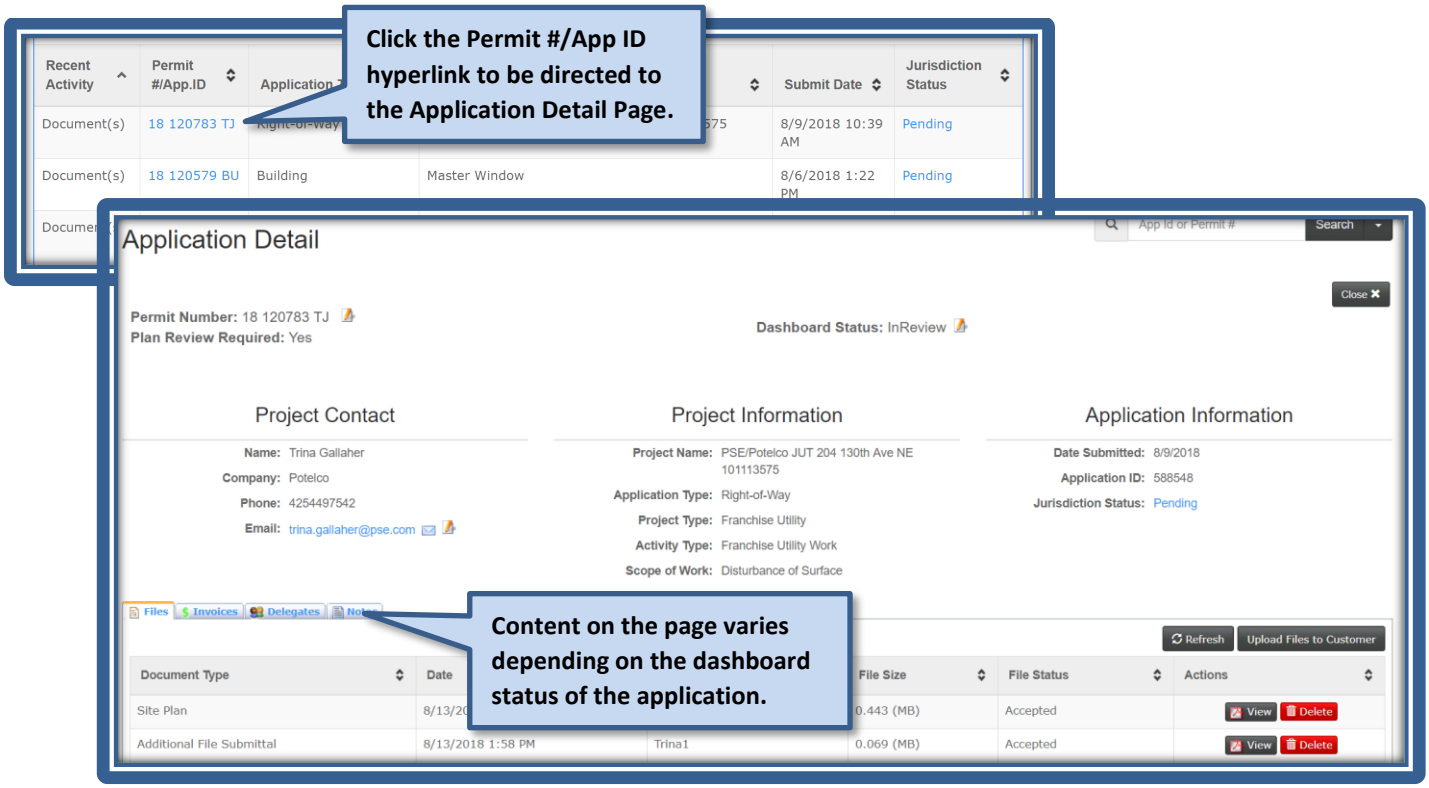
Date Submitted
This is the date applicant submitted their application

Jurisdiction Status
Displays the status assigned to the application in the jurisdiction tracking system. These statuses are displayed when available. Clicking on the jurisdiction status hyperlink opens the Permit Details page on the Permit Status site. **Note:** When a jurisdiction is not active on the Permit Status site or when a status has not yet been assigned, *Not Available* will display.

All Rights Reserved

Application Detail Page

Provides details on the application permit/application including project and contact information. On this page jurisdiction staff can view, upload, and delete documents on the permit as well as invoice associated permit/application fees. Users a directed to this page when they click on the hyperlinked Permit #/App. ID from the main dashboard.



The Application Detail page contains the following:

- Permit details including: Project name, permit number, project information, and application information.
- Project contact information. This is the primary contact information entered by the application during the application process.
- Jurisdiction status with a hyperlink to the Permit Details page of the Status site.
- Recent Activity highlighted: This is the same information at appears in the Recent Activity column on the status tab view. Recent Activity on this page is displayed in the blue line directly below the Permit Number. This notification is removed once action is taken and if there is no recent activity the blue line does not appear.

All Rights Reserved

- The

tab (Screened, In Review, Issued, or Closed status only), contains a PDF of the application, application instructions, uploaded files, and buttons to view, accept, or delete files (system generated files cannot be deleted, there is no delete button for these files).

- The

tab (Screened, In Review, Issued, or Closed status only) is where invoices are created, viewed, marked as paid, and/o cleared.

- The

tab (Screened, In Review, Issued, or Closed status only) contains contact information for delegates the applicant has assigned to the application. Delegates have the same access and can perform the same actions on the permit as the applicant.

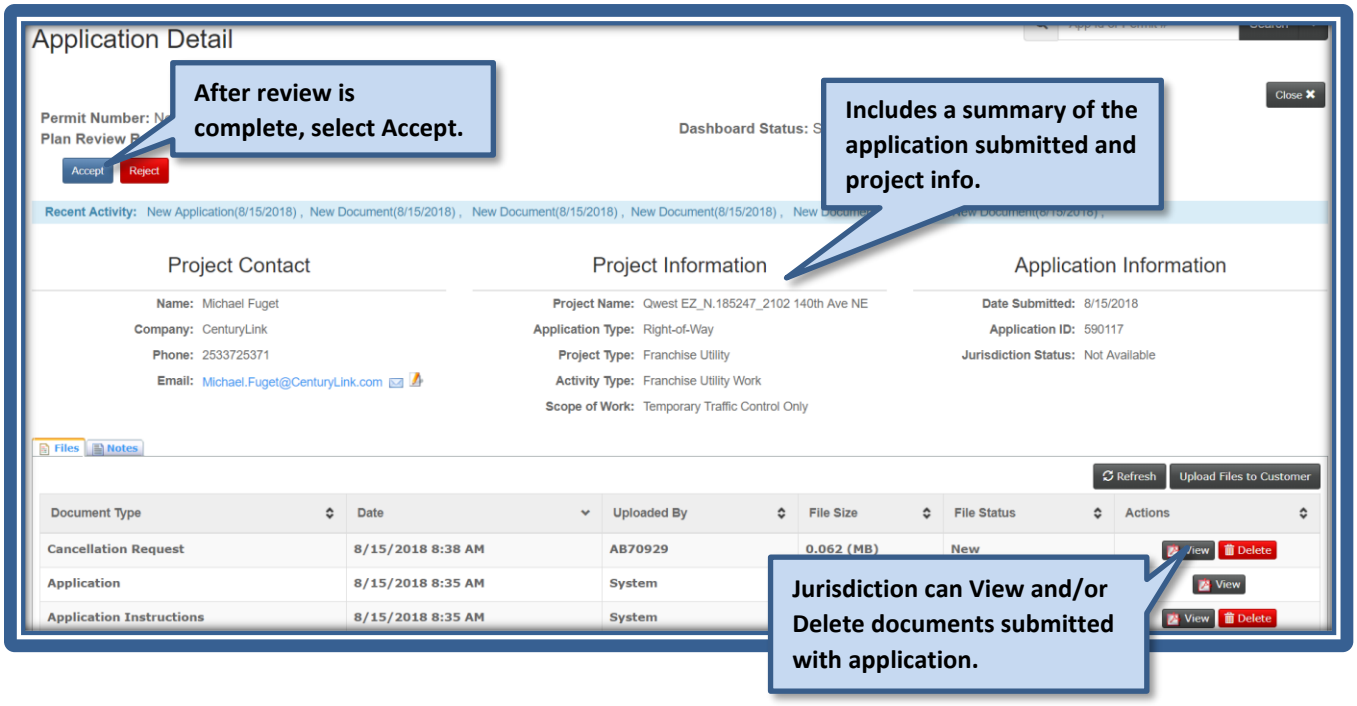
All Rights Reserved

Reviewing Plan Review Applications

When an applicant submits or resubmits an application requiring plan review, a system-generated email notification is sent to the jurisdiction with the following information included: Application Type and ID number, Project Name, Project Type, Activity Type, Scope of Work, and instructions and links to the Dashboard page. Log in to the Admin site to access your jurisdiction's dashboard and review submitted plan review applications.

Accepting an Application

1. Click on Dashboard on the Main Menu bar. Applications to be reviewed can be found under the Needs Attention or Submitted tab.
2. Click on the linked Permit#/APP ID to view the Application Details page
3. Review application information and files to determine whether the application meets screening requirements:

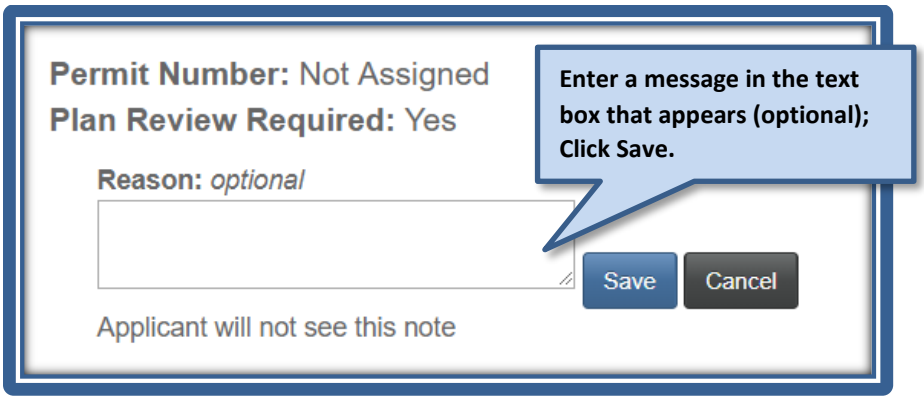


4. The status of the application changes to ***In Process***. They system will process the application and assign a permit number.
5. When the processing is complete, the status of the application is changed to ***Screened*** and the permit is moved to the Screened tab. **Note:** If processing fails, the status of the application changes to ***Failed*** and the application is moved to the Failed tab.

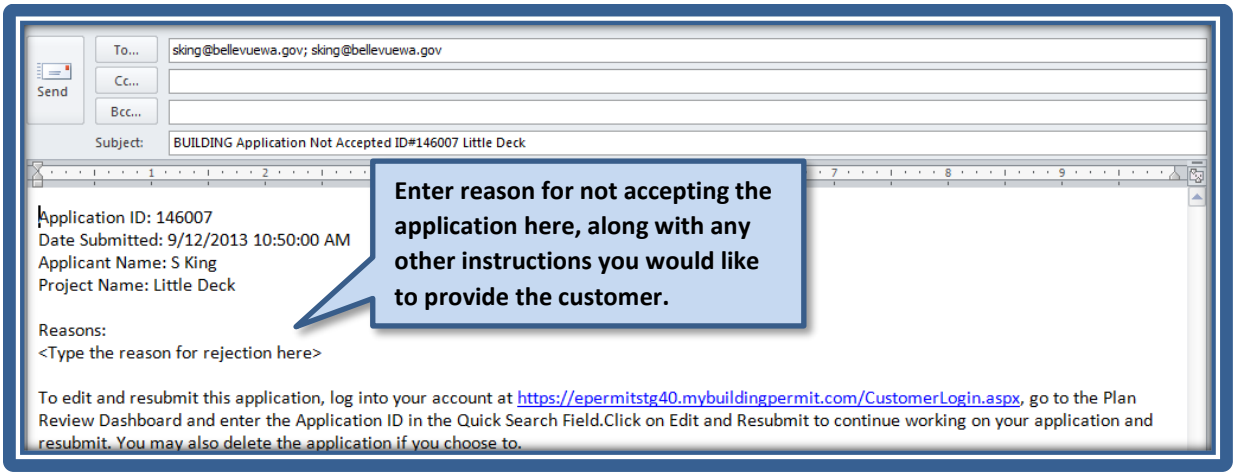
Rejecting an Application

1. If an application does not meet screening requirements, click the red Reject button.

 All Rights Reserved



2. A draft email addressed to the applicant and project contact opens via the jurisdictions email program:



Note: If your jurisdiction has recently updated or changed your email service (i.e. upgrade to Office 365) you will need to select your email and relink the account and then the email should load automatically. If you run into any issues, please contact your IT department.

3. The status of the application is changed by the system to ***Not Accepted*** and the permit is moved to the Not Accepted tab.

REMINDER: On a rejected application, the applicant can only make changes to the applicant information, description of works, project contact, supplemental question answers, and files uploaded. The pre-application selections (Application Type, Project Type, Activity Type, Scope of Work, Work Types, and Project Details) cannot be changed. When these selections are incorrect, an applicant will need to submit a new application to proceed.

All Rights Reserved

Accept Documents

Once the application is accepted and a permit number is assigned, documents can be accepted. The permit displays on the ***Needs Attention*** tab with a Recent Activity of *Document(s)* until the documents are accepted by the jurisdiction.

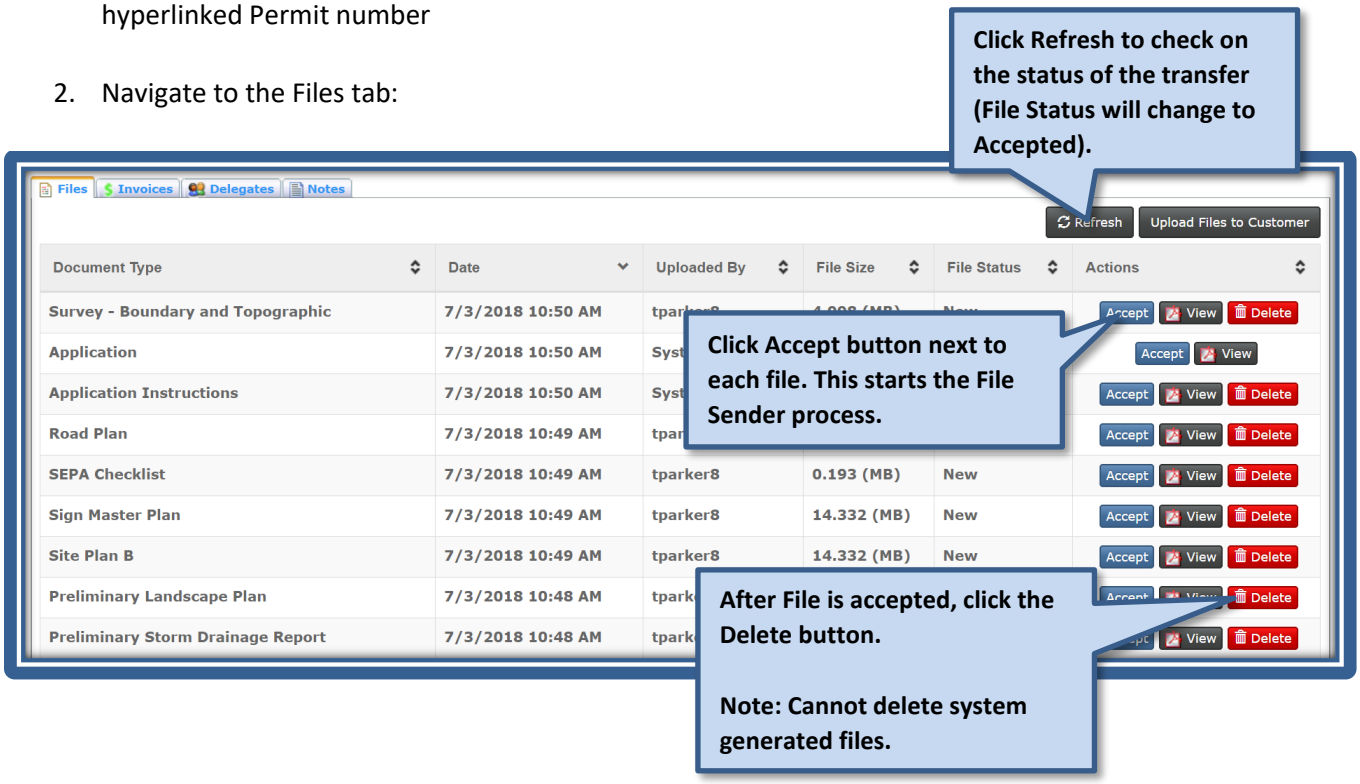
Accepting documents will vary depending on your jurisdiction's file sender integration status:

- **Without File Sender integration** – Accepting documents clears *Document(s)* activity but files must be manually saved to a jurisdiction file location and then manually deleted from the Dashboard.
- **With File Sender integration** – Accepting documents initiates the electronic file transfer process and clears *Document(s)* activity. The files are automatically saved to a pre-determined jurisdiction file location and then must be manually deleted from the Dashboard.

Steps to accept documents:

1. Open the Application Detail page from the ***Needs Attention*** or ***Screened*** tab by clicking on the hyperlinked Permit number

2. Navigate to the Files tab:



NOTE: If your jurisdiction is not integrated with File Sender, you will need to click on the View button to open the file and save a copy to a location within your district.

 All Rights Reserved

Invoicing Fees

Once the application is accepted and a permit number has been assigned, invoices can be created and submitted for applicable permit fees.

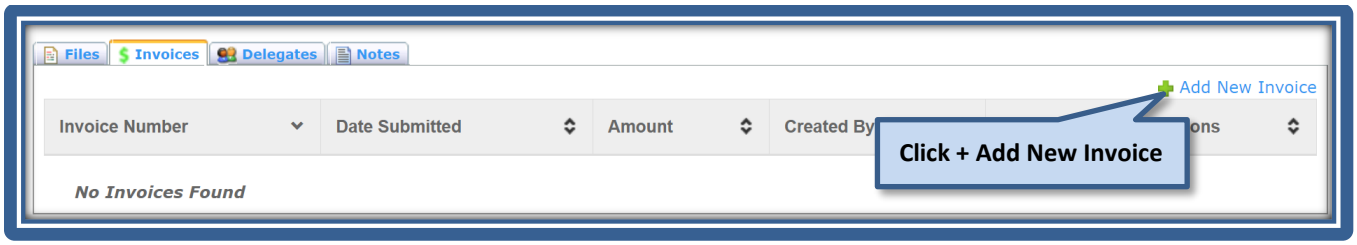
The process for creating invoices will vary slightly depending on the jurisdiction's integration status:

- **Non-integrated Jurisdictions** – Invoice fee line items must be manually entered.
- **Integrated Jurisdictions** – Invoice fees are pulled from the jurisdiction's permit tracking system and are selected to add to the invoice. Additional fees can still be manually entered.

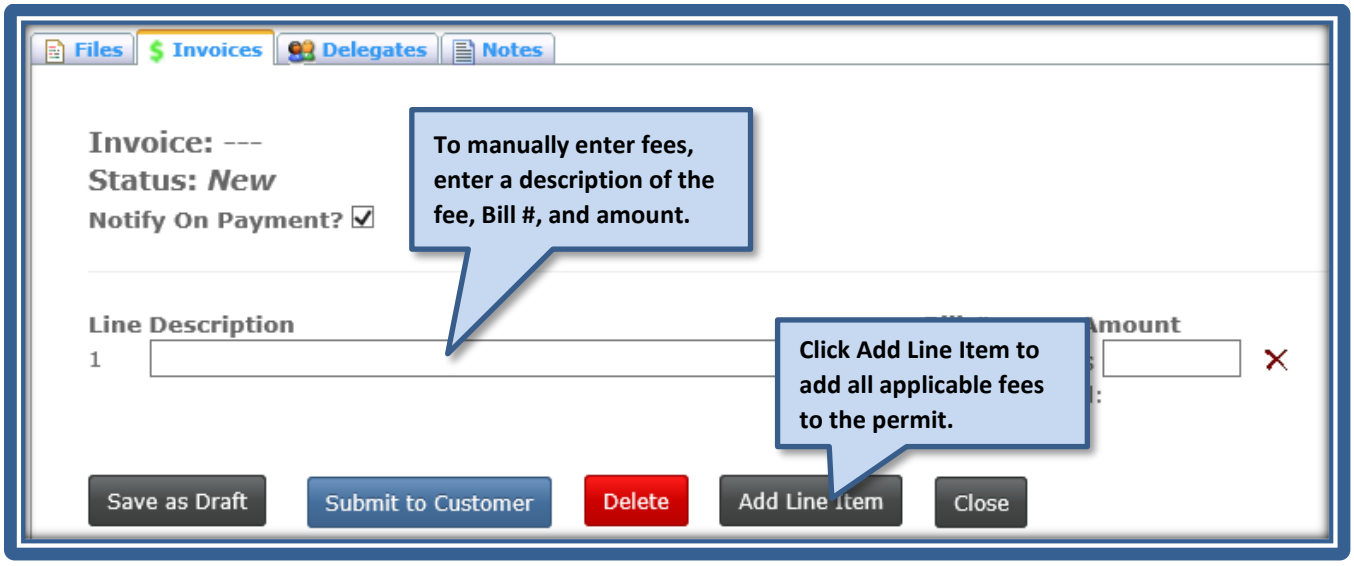
Steps to create an invoice:

1. Open the Application Detail page from the ***Screened*** tab by clicking on the hyperlinked Permit number

2. Navigate to the **Invoices** tab (available for Screened, In Review, Issued, and Closed statuses only):

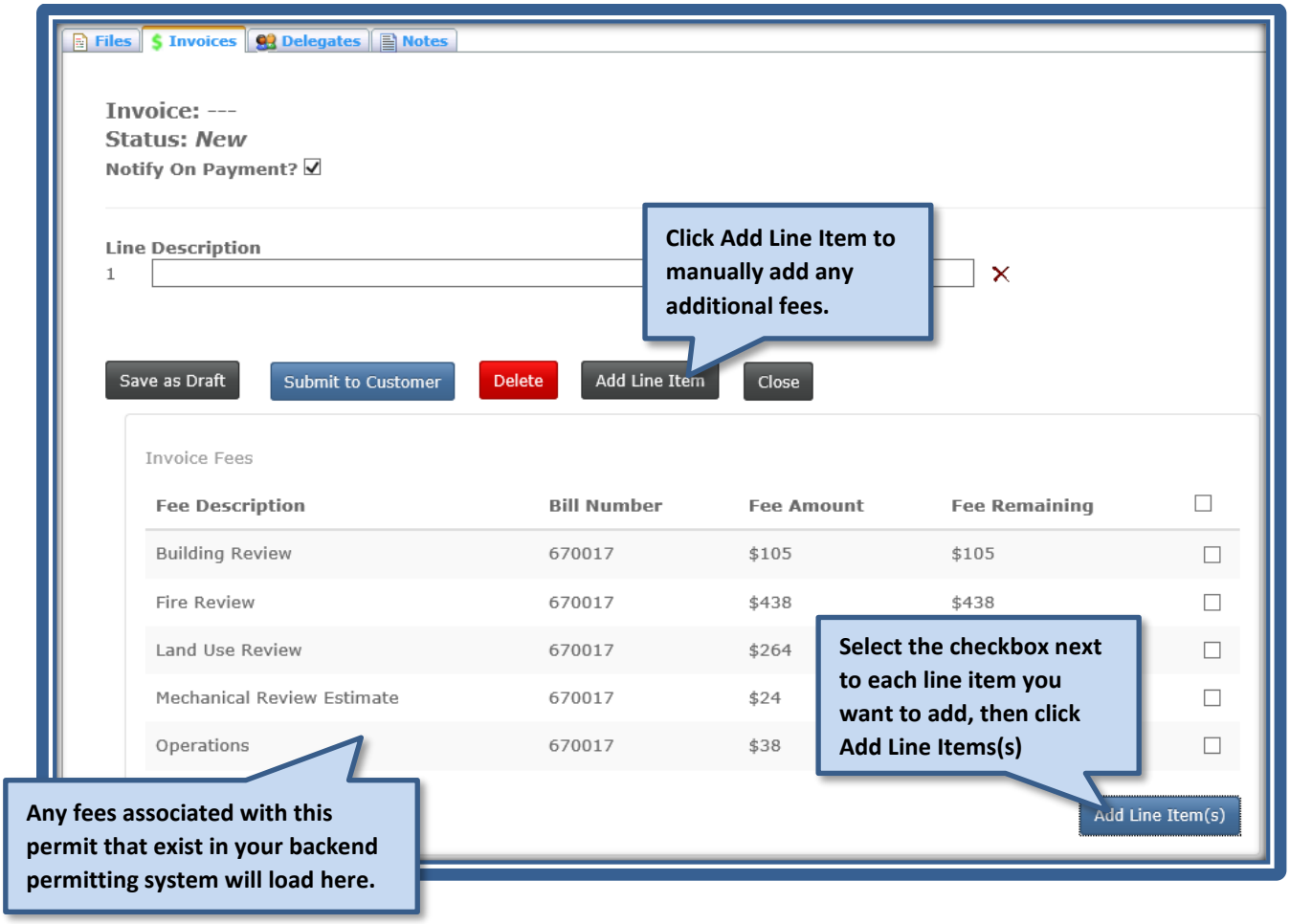


Non-integrated jurisdictions:



All Rights Reserved

Integrated jurisdictions:



3. Click the Save as Draft button to save the invoice and return to edit or submit the invoice later or click the Submit to Customer button to submit the invoice to the customer.

4. Once submitted, a PDF of the invoice is saved on the jurisdiction and customer dashboard within the Invoices tab.

5. Applicant, Project Contact, and any Delegates on the permit will receive an email notification that an invoice has been issued and requires payment.

Processing Paid Invoices

When an invoice is paid, either online through the MBP portal or at the jurisdiction counter, the invoice needs to be marked as paid in the permit tracking system and updated on the Dashboard.

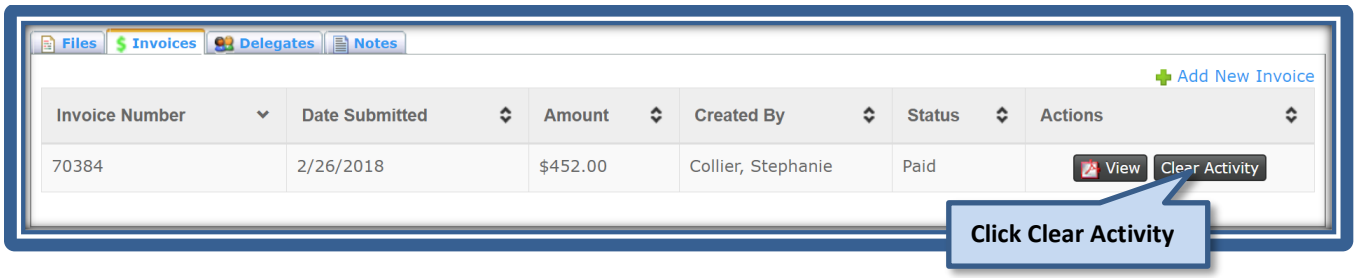
All Rights Reserved

Online Payments:

Jurisdictions receive an email notification when an invoice is paid online. The application displays on the ***Needs Attention*** tab with the activity of *Paid Invoice* until required actions are taken.

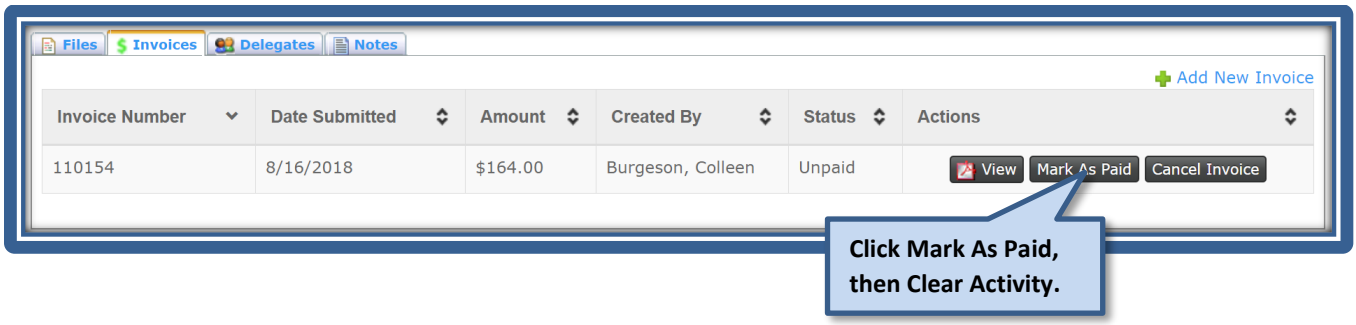
To clear this activity, follow these steps:

1. Update invoice status within the jurisdiction permit tracking system as necessary to mark fees as paid.
2. Open the Application Detail page from the ***Needs Attention*** tab by clicking on the hyperlinked permit number.
3. Navigate to the **Invoices** tab:



Other Payment Methods:

1. Open the Application Detail page from the ***Screened*** tab by clicking on the hyperlinked permit number.
2. Navigate to the **Invoices** tab:



Changing Dashboard Status

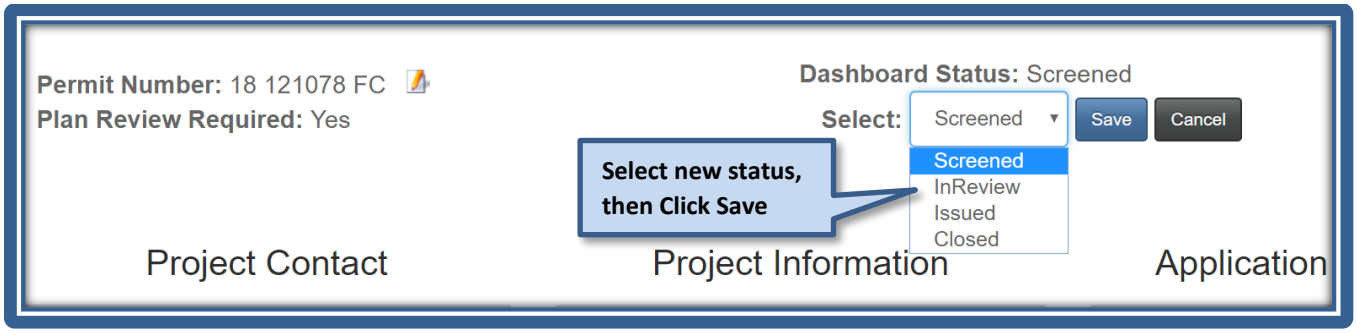
At different stages throughout the review process you will need to update the status of the permit on MBP. This can be done by editing the status on the Application Detail page. The following are times when the manual update of a status on MBP is required:

- After an invoice has been paid – Change from **Screened** to **In Review**
- After review is complete and permit has been issued – Change from **In Review** to **Issued**
- When jurisdiction determines the permit can be officially closed – Change from **Issued** to **Closed**

REMINDER: Once a permit is in a closed status on MBP it will be deleted in 180 days from the date of closure.

All Rights Reserved

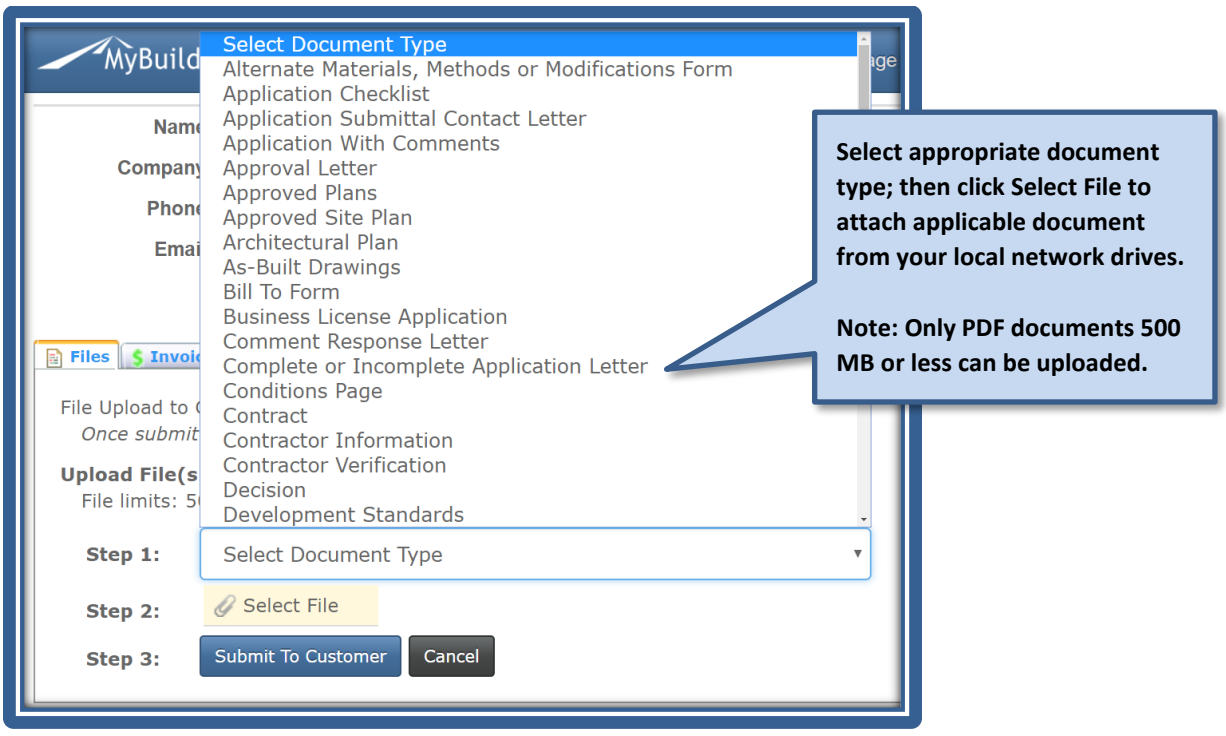
1. Open the Application Detail page by clicking on the hyperlinked permit number.
2. Click the icon next to the Dashboard Status



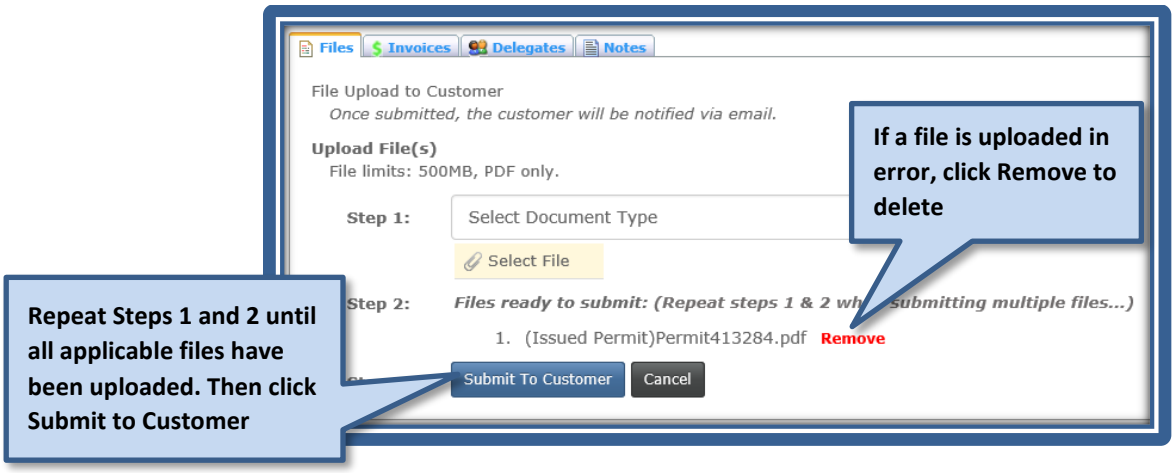
Uploading Files

Once the permit is in review, the jurisdiction and customer (applicant or delegate) can exchange files on the dashboard to request or provide additional information, corrections, approvals, etc. Once plan review is complete and all required fees have been paid, the final documents (permit, approval, approved plans, etc.) are uploaded to the Dashboard for the customer. When documents are added to the dashboard an email notification is sent (see Email Notifications section for more details).

1. Open the Application Detail page by clicking on the hyperlinked permit number.
2. Click the Upload Files to Customer button. A form opens in the tab to add files:



All Rights Reserved



Resending Failed Applications

Both plan review and OTC applications may systematically fail while processing and are displayed under the ***Failed*** tab. Failures are generally due to integration or PDF generation issues. Once these issues have been resolved, these applications can be resent through the Dashboard.

1. Open the Application Detail page from the ***Failed*** tab by clicking on the hyperlinked word ErrornNumber (displays in the Permit #/App. ID field):

Changing Permit Numbers

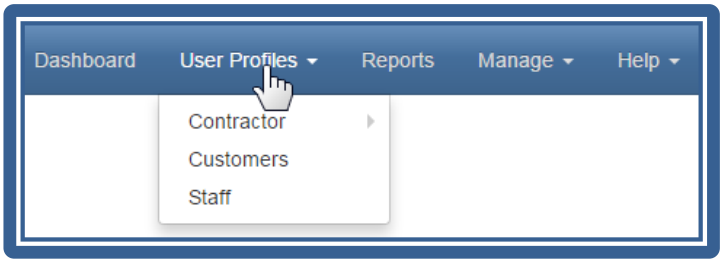
The permit number on the Dashboard can be edited if necessary. Generally, this is done to match the permit number in the jurisdiction permit tracking system.

1. Open the Application Detail page and click on the icon next to the permit number:

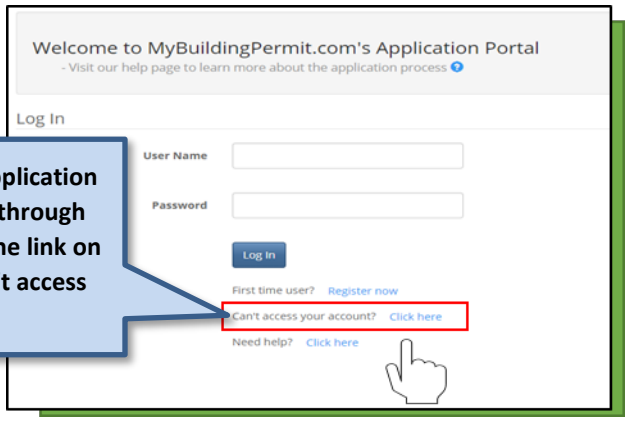
 All Rights Reserved

User Profiles

The USER PROFILES menu option allows you to search for and manage **Contractor**, **Customer**, and **Staff** accounts



USER PROFILE SEARCH TIPS	
To Search an account by:	***Use this Menu:***
Company Name	Contractor
Username or Email	Customer
Jurisdiction Staff	Staff



NOTE: User passwords for the Application portal (ePermit) *cannot* be reset through the Admin site. Users must use the link on the application Log In page: 'Can't access your account?'

Contractor Accounts

Contractors must create an account in MBP using their company name and Unified Business Identifier (UBI) number. The MBP system connects to the WA Department of Labor and Industries (LNI) web site to confirm each contractor's UBI and complete all pertinent information including State Contractor Licenses numbers for each contractor's profile. A Contractor must have a current valid Construction or Electrical contractor license number to obtain an **Over-the-Counter** (OTC) permit. Plan Review applications by-pass the contractor validation *as the jurisdictions will complete the license verification during the review process.*

Jurisdictions can perform the following actions to a Contractor Account:

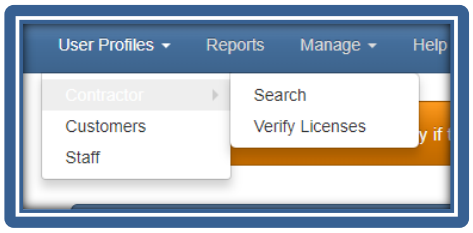
- Remove associated Company Users
- Add and Edit Jurisdiction/Local Business License information
- Add notes to their account
- Change the Status (Active or not)

NOTE: All Contractor Company address and license data comes from the LNI interface and cannot be modified. If the Contractor has changed anything on the LNI site that hasn't been updated in MBP, please contact MBP support.

All Rights Reserved

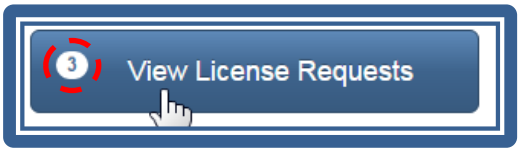
Search

USER PROFILES → Contractor → Search allows you to search for a contractor company in MBP using name, UBI#, Professional License#, or with Expiration Date Ranges.



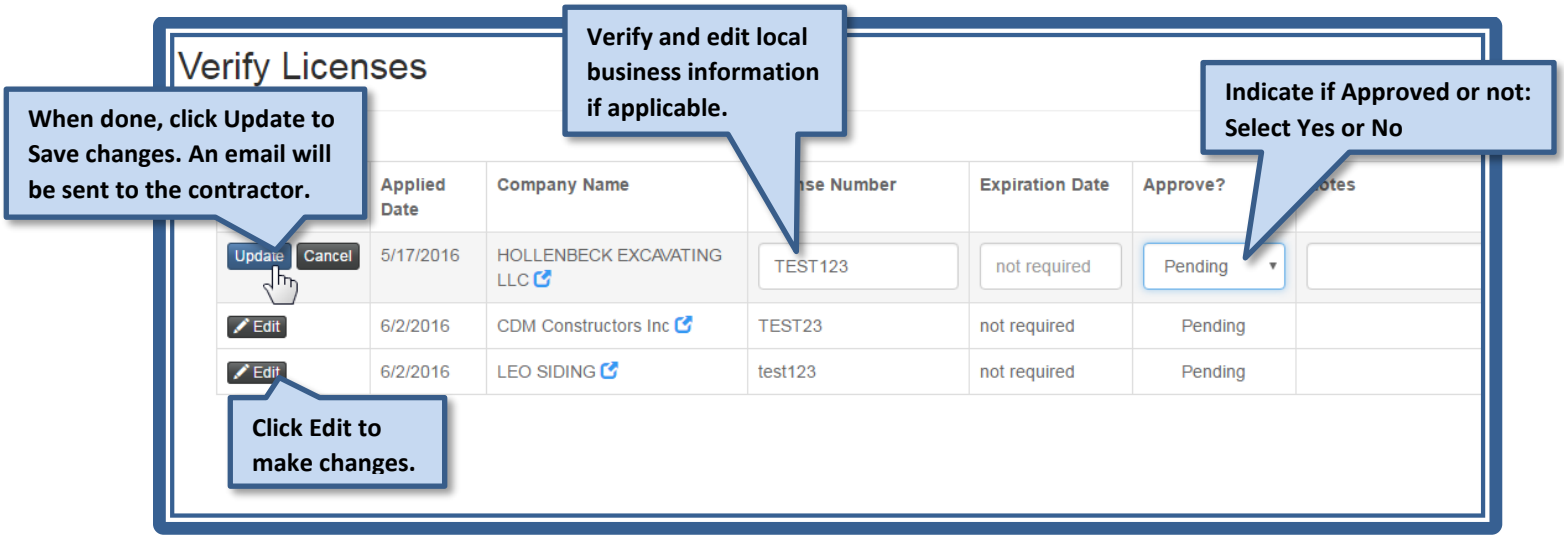
Verify Licenses

Allows Jurisdictions to verify a Contractor's local business license (if required). A shortcut on the Landing page indicates how many new licenses need to be verified:



Steps:

1. Click on USER PROFILES→Contractor→Verify Licenses OR select 'View License Requests' on the Landing page.



Contractor Registration

The following is information for registering as a contractor in case you need to assist a contractor registering on MBP. (More detailed information is on the MyBuildingPermit.com Help page here).

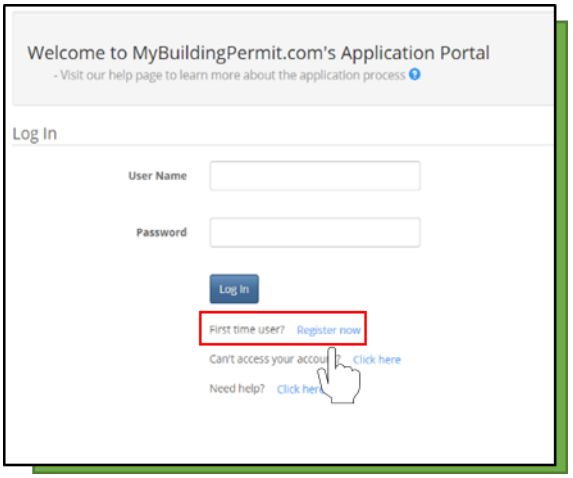
This process is used by licensed contractors to create an account on MyBuildingPermit.com. When registering a new company on MBP, state license validation is required and some jurisdictions require local business licenses as well before a licensed contractor can submit a permit application.

NOTE: A company UBI may only be registered one time with MBP; however, there can be multiple user accounts associated with a single company.

All Rights Reserved

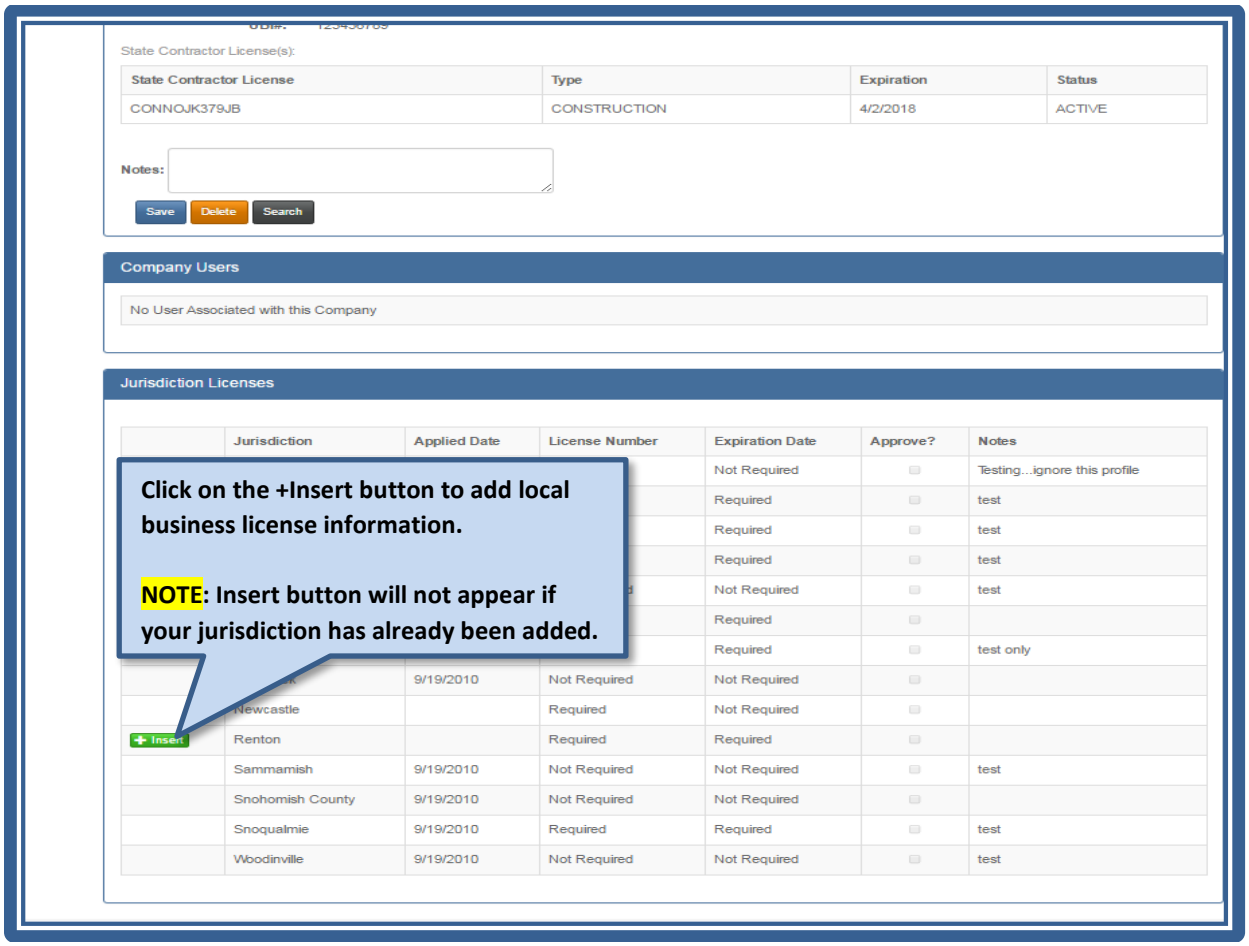
Steps to register a contractor account:

1. Click Register Now on the MyBuildinPermit.com Login Page
2. Select Licensed Contractor
3. Enter UBI number, click Search
4. Register Company if not already in MyBuildingPermit.com
5. Verify Company Information and Enter Phone Number
6. Enter Jurisdiction License information (must enter at least 1)
7. Enter User Account Information
8. Review and Certify
9. Exit the Registration Process or Register with another Company



Adding a Jurisdiction to a Contractor's Account

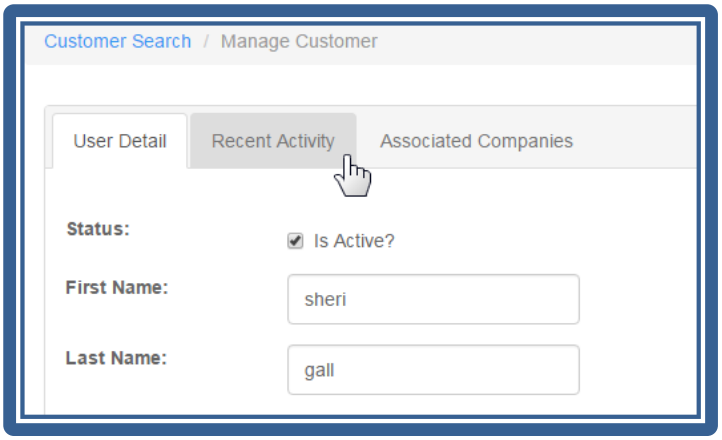
Find the company through a Contractor Search (User Profiles → Contractor → Search).



 All Rights Reserved

Customer Accounts

USER PROFILES → Customers allows you to search accounts by either a Username or Email address.



You can:

- Change Status – Active or not
- Edit Names and Email Address

And if they are a Contractor Company:

- See Recent permit activity and Associated Companies

REMINDER: *Passwords **cannot** be reset by Admin.* They must use the "Can't access your account?" on the Log In screen.

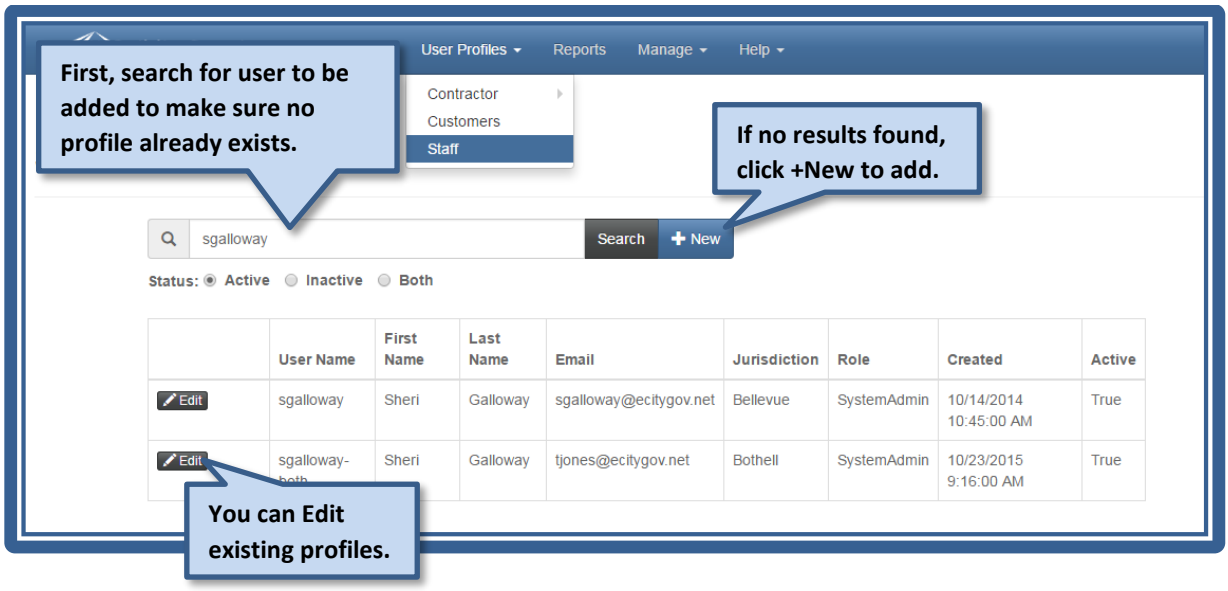
Staff Accounts

Allows you to search your jurisdiction's users and modify:

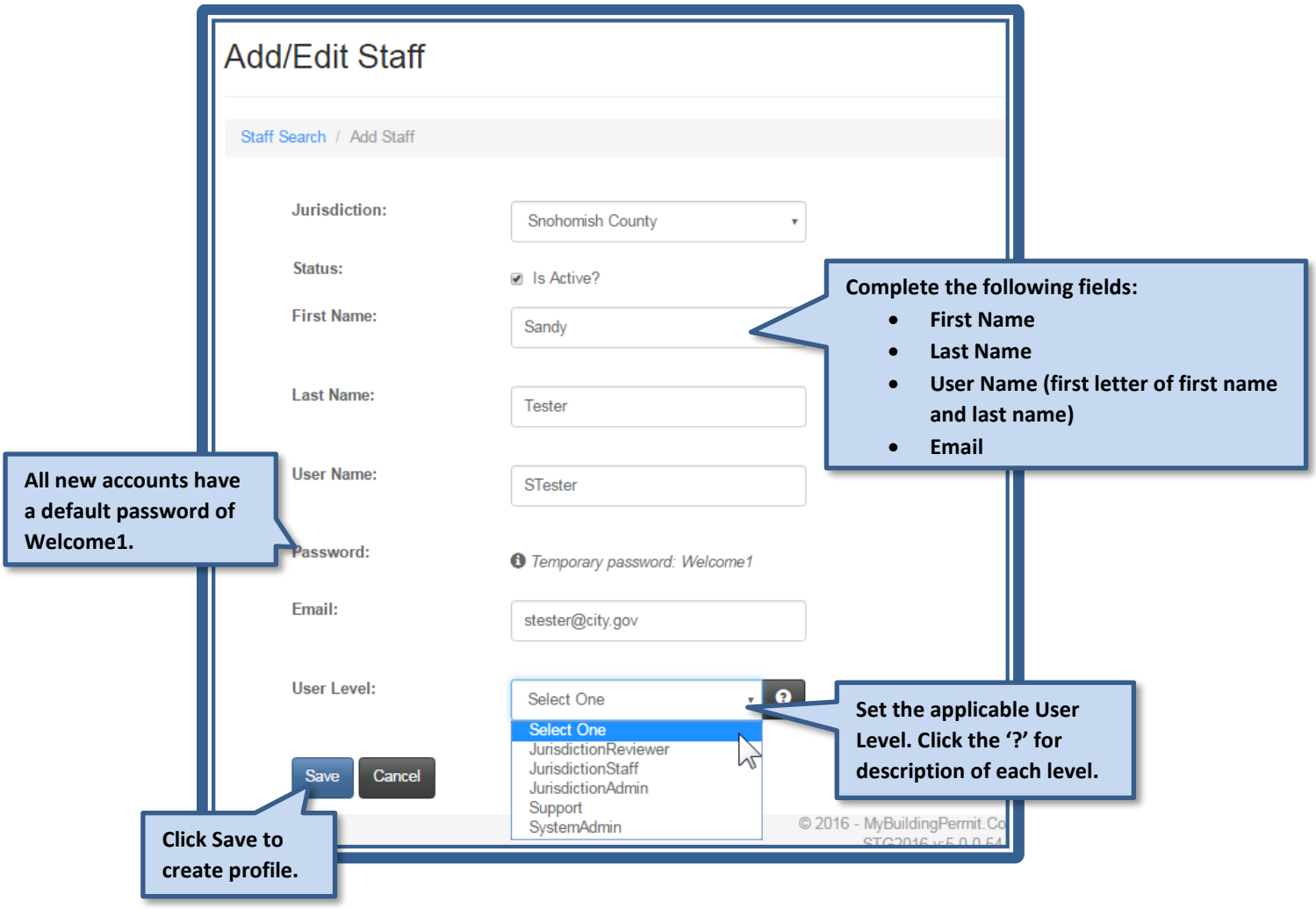
- Status
- Names
- Email
- Change staff User Levels (JurisdictionAdmin level only)
- Add a new staff account (JurisdictionAdmin level only)

Creating a New Staff Account

1. Select USER PROFILES → Staff



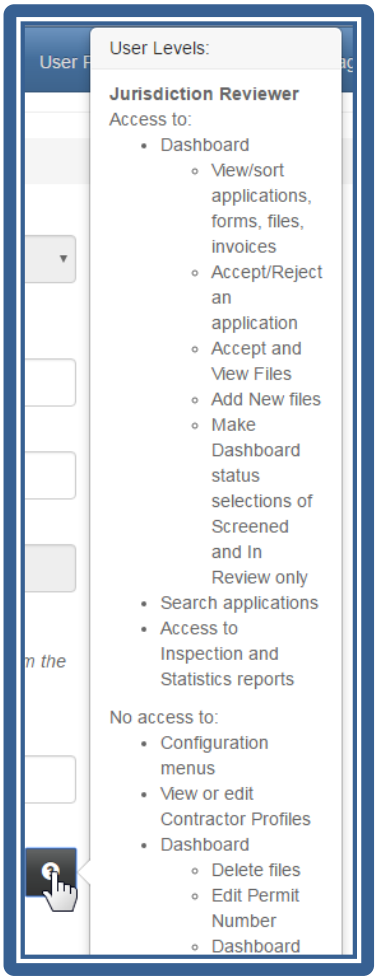
All Rights Reserved



NOTE: It is a good practice to inactivate any Staff accounts for people no longer at your jurisdiction: Edit the staff profile, and deselect the Active indicator under Status.

All Rights Reserved

Setting User Levels



Only Jurisdiction Administrators can set User Levels. Clicking the "**?**" next to the User Level will give you a pop-up with a description of what each level can access within MBP.

Administrative Users

There are four user levels to choose from within MBP:

1. System Admin
2. Jurisdiction Admin
3. Jurisdiction Staff
4. Jurisdiction Reviewer

System Admin

Application developers, application project leads and support staff are assigned the user level of System Admin. These users have access to edit all applicable fields, as well as enter and save changes for all jurisdictions and customers within MBP.

Jurisdiction Users

Jurisdiction administrative staff have the choice of three defined user levels:

1. Jurisdiction Admin
2. Jurisdiction Staff
3. Jurisdiction Reviewer

Jurisdiction Admin

Users have the highest access and are engaged in creating and editing application configurations.

Jurisdiction Staff

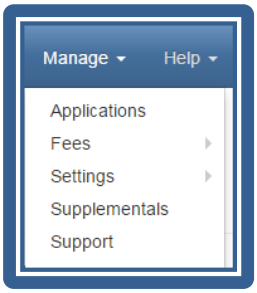
Users at this level have more limited access and are more engaged in the daily review and processing of OTC and plan review applications. **Note:** This user level has no access to configuration menus.

Jurisdiction Reviewer

Users at this level have the most limited access. Like the Staff level, users are more engaged in the daily review and processing of OTC and plan review applications. **Note**: This user level has no access to configuration menus, cannot view/edit Contractor profiles, limited Dashboard access, and cannot create, edit, or delete invoices.

All Rights Reserved

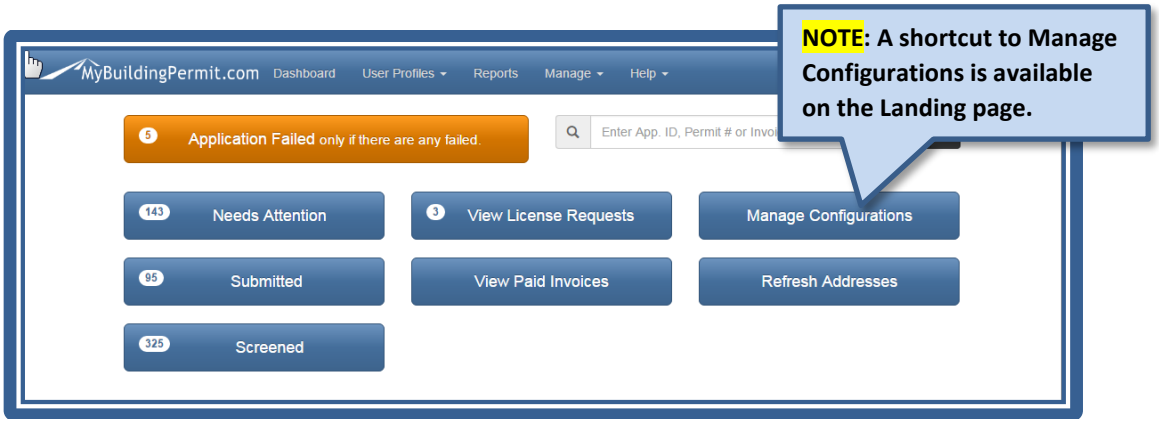
Managing Items in MBP



Many things are configured and customized by jurisdictions within MyBuildingPermit.com. Most of these settings and items are managed by Jurisdiction Admin users who control what choices and information an applicant has available, or needs to submit, during the application process.

Under **Manage** you will find the following menu options:

APPLICATIONS – Create new or modify existing application configurations which control the choices and information required when applicants are applying for a permit.



FEES – Fees for Over-the-Counter (OTC) applications must be configured in MBP. Plan Review applications will have invoices generated with fee information from your backend permit system.

SETTINGS – Jurisdiction Information, Application Types you will accept on MBP, Inspection Information and Holidays (only if this information isn't available from your backend system).

SUPPLEMENTALS – Additional questions and information that can be added to any Application Configuration.

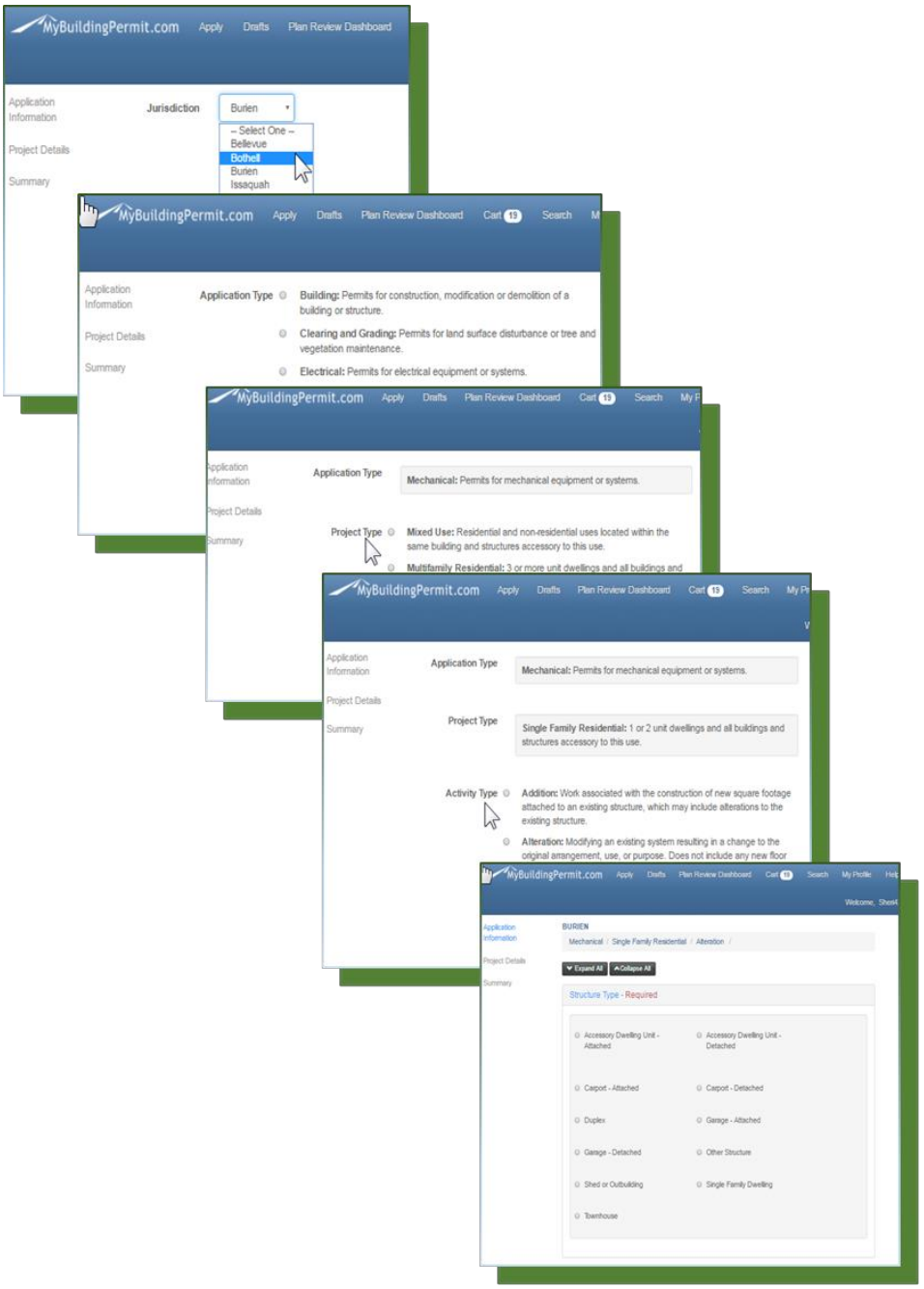
SUPPORT – Where you can regenerate a permit pdf, email, remove unpaid invoices, and add delegates.

All Rights Reserved

Application Configuration

Customer Application Process and Selections

As the customer progresses through the MBP Permit Application Process, each selection and piece of data they enter is determined by the jurisdiction. The jurisdiction "*configures*" their applications offered through MBP on the Jurisdiction Admin site using the **MANAGE → Applications** feature.



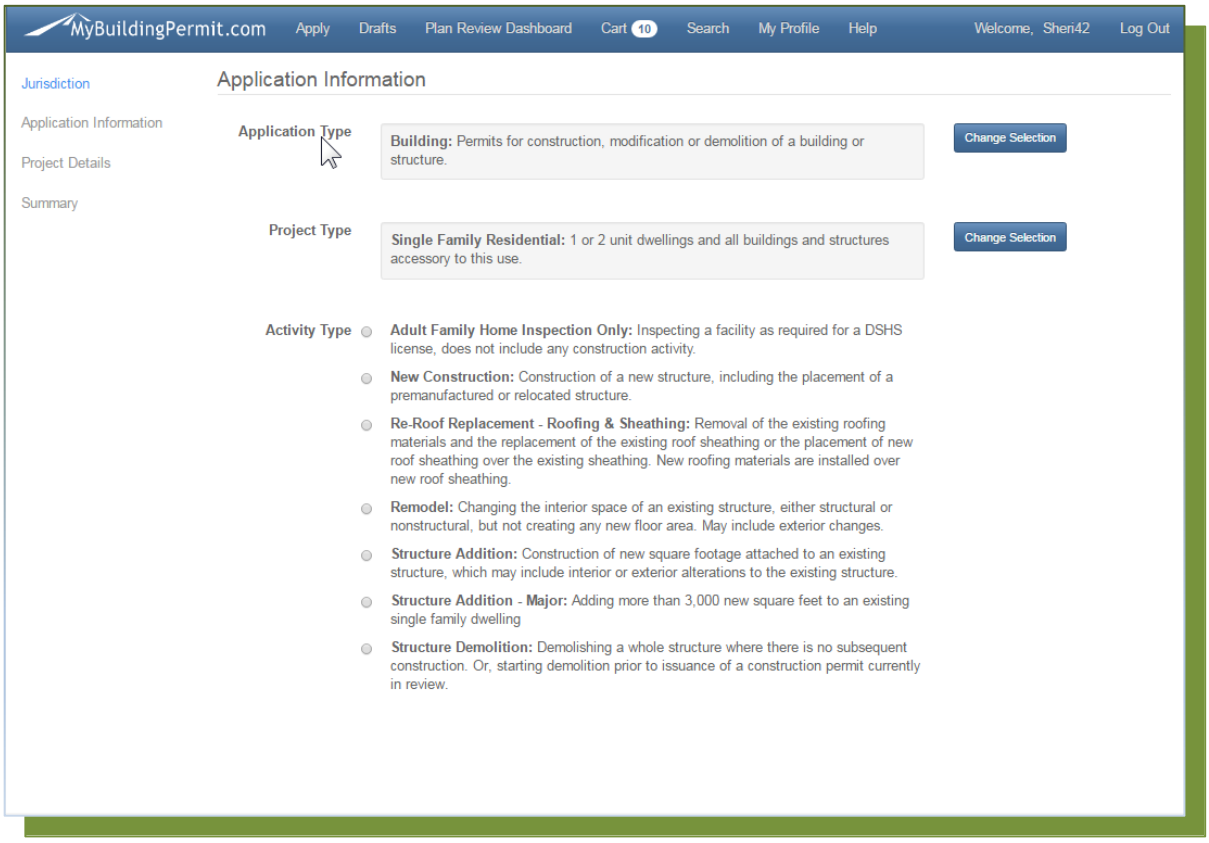
The options available under **Application Type, Project Type, Activity Type, and Scope of Work** (sometimes referred to as "*buckets*") are configured by each jurisdiction based on what maps best to their backend permitting system configurations. MBP sends permit data to the jurisdiction's backend permitting system and receives information back. The jurisdiction's web service will take the mapped permit data and then insert it into the backend permitting system's database.

These "buckets" are for the applicant's convenience so they better understand which choices to make during the application process. Each type listed also contains a brief description/definition to assist the customer when making their selection.

All Rights Reserved

Below is an example of the Activity Type options available to Bellevue applicants after they've selected an Application Type of Building, and Project Type of Single Family Residential:

Customer/Applicant Apply Screen



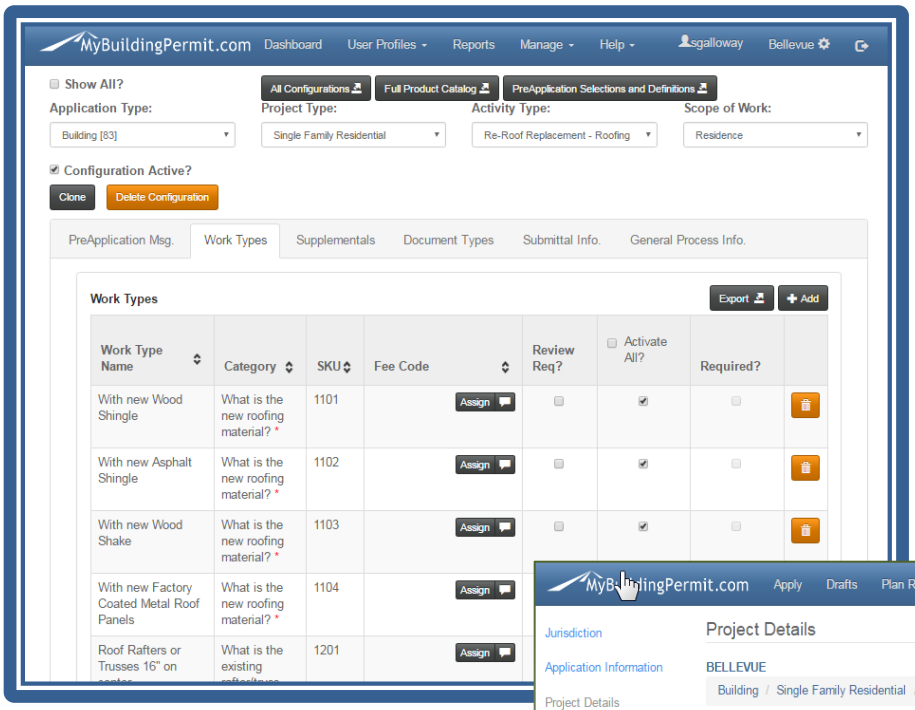
Each of the options available under **Application Type, Project Type, Activity Type, and Scope of Work** were first agreed upon by the MBP committees. A formal request must be submitted to the MBP Project/Program manager to have a new one created.

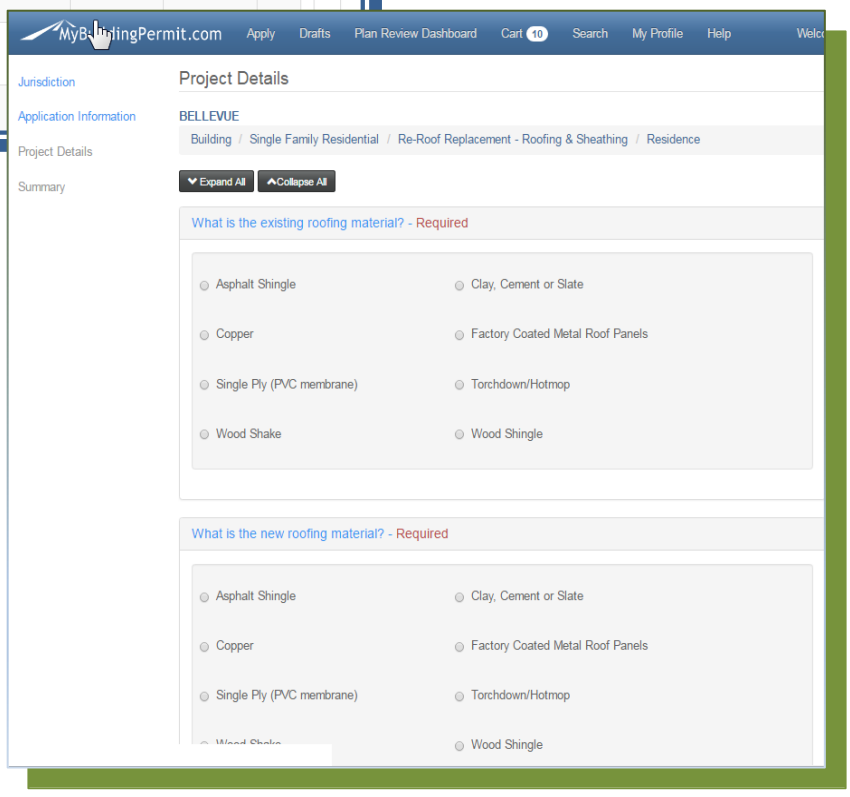
After the first four "buckets" or types are selected by the applicant, the fifth "bucket" is Project Details. Each jurisdiction determines the information needed from the customer for each specific application. The Project Details page contains "*work types*" also referred to as "***SKU***'s". These are categorized into logical groups and can be radio buttons, check boxes, quantities, or text entries.

All Rights Reserved

See the following example:

Bellevue Building, Single Family Residential, Re-Roof Replacement, Residence Application Configuration looks like this when the jurisdiction is configuring:





And looks like this to the Customer/Applicant:

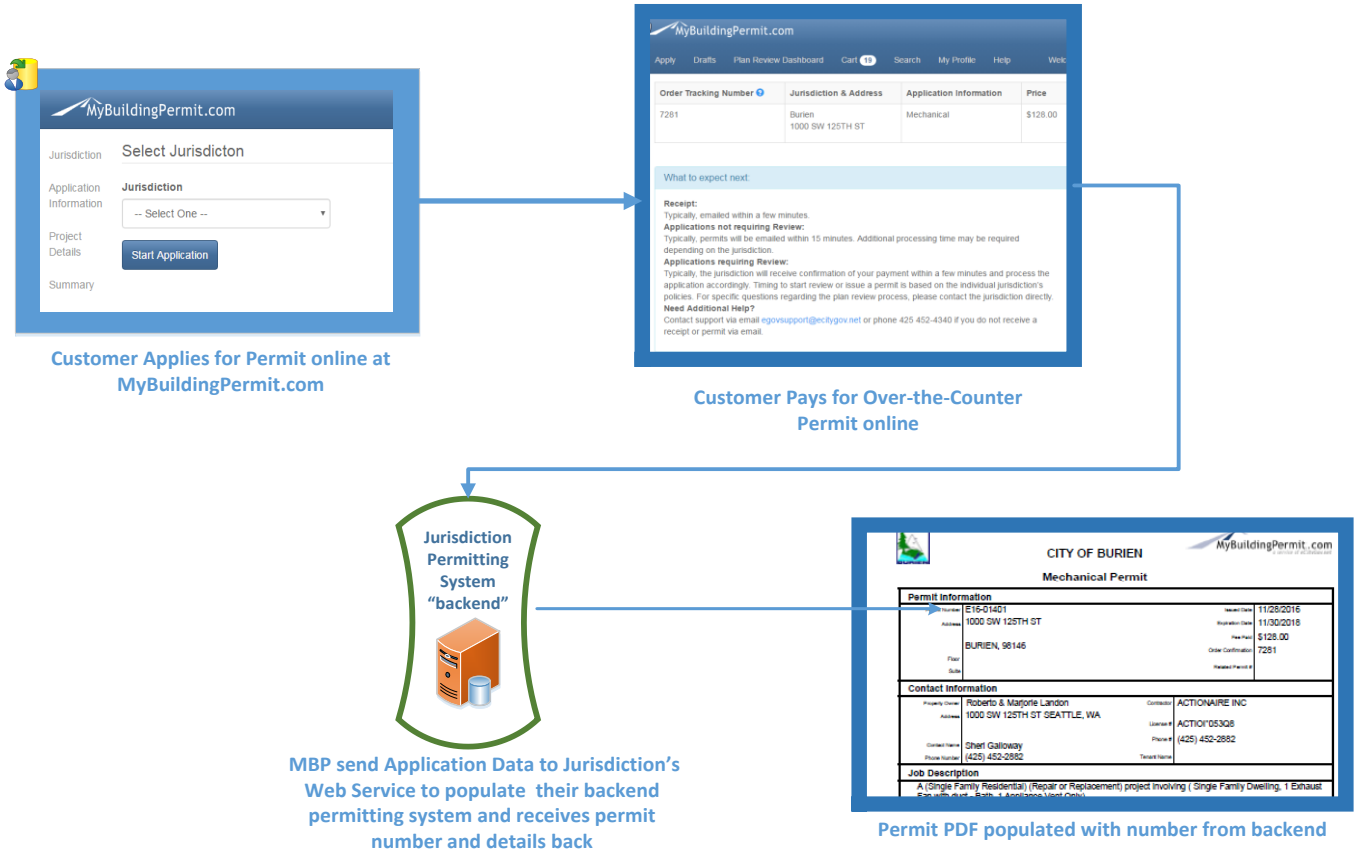
 All Rights Reserved

Application Integration

The Application Configuration, including the SKU detail and fees, will be included in the XML output from MBP that is sent to the jurisdiction via web services and must be *mapped* by you to your backend system. For more information on MBP integration process see the MBP Integration Section in this document as well as the MBP Integration Guide.

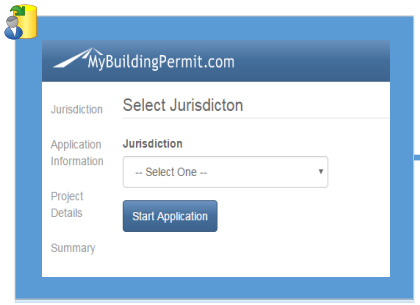
High level of how MBP Integrates with Jurisdiction Backend Systems

Over-the-Counter/Non-Plan Review

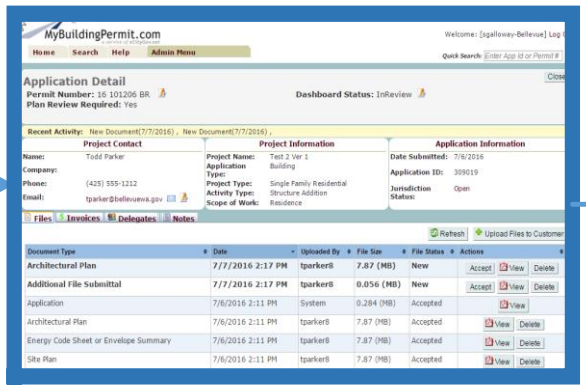


 All Rights Reserved

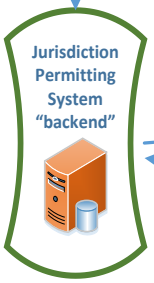
Plan Review Permit



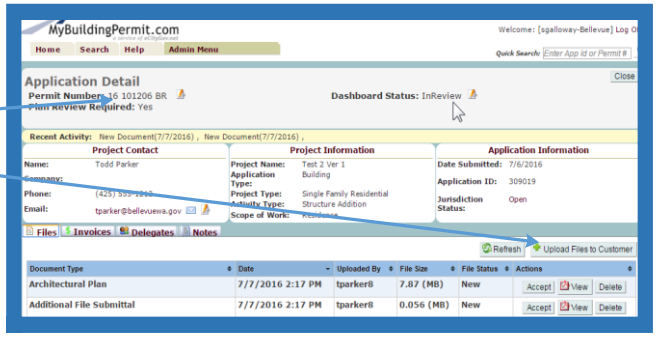
Customer Applies for Permit online at MyBuildingPermit.com



Application is Screened by Jurisdiction and Accepted on MBP Dashboard



MBP send Application Data to Jurisdiction's Web Service to populate their backend permitting system and receives permit number and details back

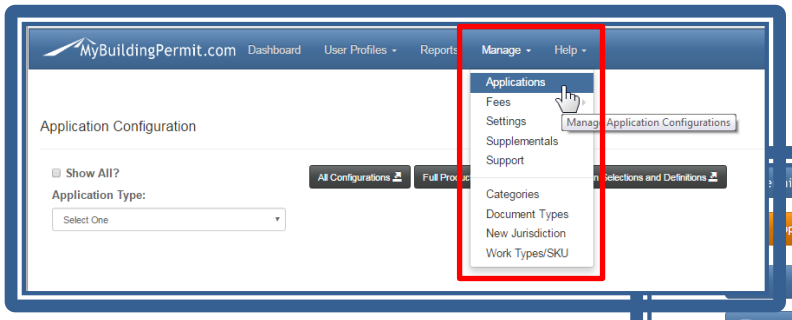


Customers and Jurisdictions communicate via the MBP Dashboard

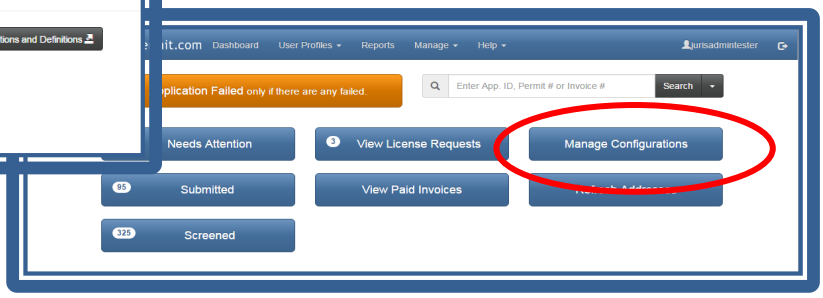
All Rights Reserved

Configuring Applications

Each jurisdiction sets up their own application configurations. There are two options for accessing the application configuration management page. From the Jurisdiction Admin site, use the **MANAGE** menu then select Applications:



OR from the Landing Page, click Manage Configurations:



Each Application Configuration can have the following components:

- Application, Project, Activity and Scope Types (aka the four "buckets")—Four "buckets" and *at least* ***1*** Work Type are **required** for each Application Configuration.
- Pre-Application Message – message that displays immediately after the four "buckets" are selected on the application page.
- Work Types – additional information for the permit which displays on the Project Details page (includes things like: fixtures, heating source, materials used, quantities of items, etc.).
- Supplementals – additional questions or information you need from the applicant.
- Document Types – list of documents the applicant will need to upload with their application.
- Submittal Info – information the jurisdiction needs to tell the applicant pertinent to submitting this application type.
- General Process – information the jurisdiction needs to communicate to the applicant regarding the general permit application process such as contact information, timeframes, etc.

Considerations when Configuring Applications:

- An Application Configuration can be activated and/or each individual Work Type within the configuration can separately be designated as active or not. This allows you to set up Configurations and/or Work Types without making them visible on the applicant screen. This is beneficial for testing or preparing for rolling out new Applications in the future or when your permit fees change. You can configure everything and wait to activate it until you are ready for it to display for customers.
- You may configure multiple applications in MBP that map to a single location in your backend system. This will aid the applicant as they will have more than 1 way to get the correct permit.

All Rights Reserved

- Consider the Customer/Applicant's thought process when applying. Contemplate how a typical customer would think and what information and options you need to provide to lead the customer to the correct permit.
- Think about your Jurisdiction's workflow and backend processes.
- Determine which permits can be obtained as Over-the-Counter/Non-Plan Review.
- Create a spreadsheet of your permit types and how they map to MBP "buckets", if Plan Review is required or not, fees for Over-the-Counters, etc.

Here is an example of how a jurisdiction with TRAKiT as their backend permitting system maps the MBP "buckets" to their database.

Application	ProjectType	ActivityType	ScopeOfWork	Module	Type	SubType	Parent	Par	Find
Building	Multifamily Residential	Interior Alteration	None	permit	BUILDING	MF - ALT			Build
Building	Multifamily Residential	Interior Alteration	None	permit	BUILDING	MF - ALT			Build
Building	Multifamily Residential	New Construction	None	permit	BUILDING	MF - NEW			Build
Building	Nonresidential	New Construction	None	permit	BUILDING	COM - NEW			Build
Building	Nonresidential	Re-Roof Replacement - Roofi	None	permit	BUILDING	RE-ROOF			Build
Building	Single Family Residential	Structure Addition	None	permit	BUILDING	SF - ADD			Build
Building	Single Family Residential	Structure Addition	Residence	permit	BUILDING	SF - ADD			Build
Building	Single Family Residential	Structure Addition	Structure in Water	permit	BUILDING	SF - ADD			Build

This maps the incoming 4 buckets to the type and subtype that should be created

ApplicationType: Incoming ApplicationType
ProjectType: Incoming ProjectType
ActivityType: Incoming ActivityType
ScopeOfWork: Incoming ScopeOfWork
Module: either "permit" or "project" for PermitTrak or ProjectTrak (all lower case, no quotes)
Type: Permit/Project Type to create
SubType: Permit/Project SubType to create
Parent_Module: look for an application on the same landtrak record on the same day and link it as a parent to the new permit
Parent_Type: look for an application on the same landtrak record on the same day and link it as a parent to the new permit

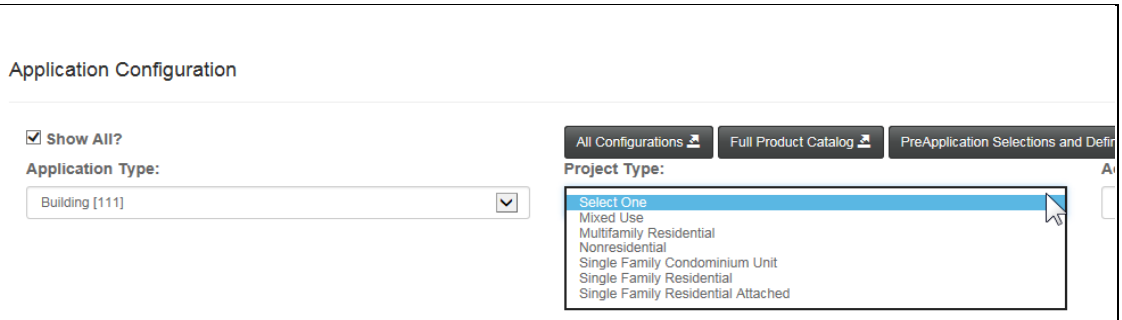
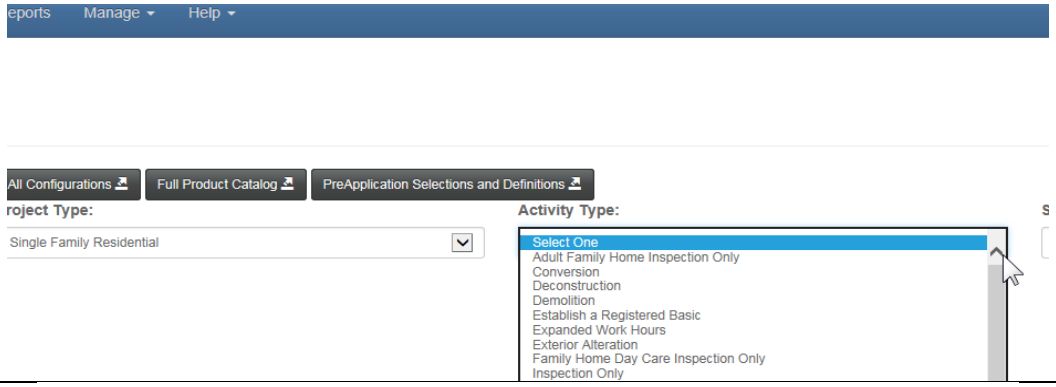
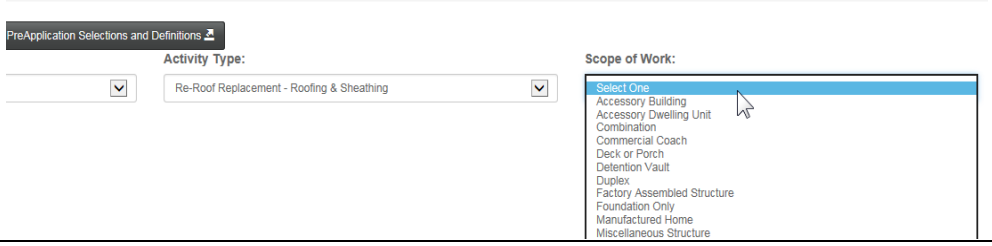
Export XML file to: AppType.xml

Selecting Configuration Types

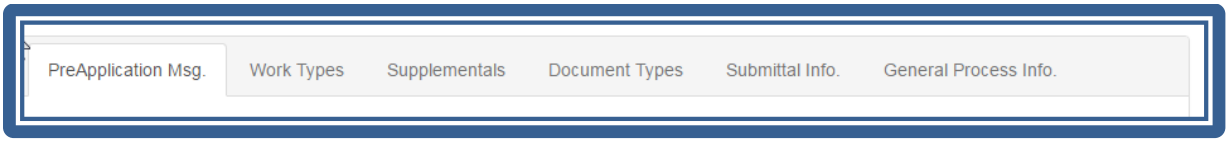
For all application configurations you must first select one type from each of the four buckets:

APPLICATION Type	☐ Show All? **NOTE: Select 'Show All?' to display *all* possible choices within each type. If not selected, you will see *only* choices you have already configured.** **Application Type:** Select One Building [111] Clearing and Grading [6] Electrical [31] Fire [44] Land Use [38] Mechanical [15] Plumbing [15] Right-of-Way [7] Sign [8] Utilities [8] The number in brackets next to the Application Type tells you how many configurations you already have for that type.

All Rights Reserved

PROJECT Type	
ACTIVITY Type	
SCOPE of Work	

Once you have the "buckets" selected, use the page tabs to configure the following: Pre-Application Message, Work Types, Supplementals, Submittal Info, and General Process Info (see descriptions of each here).



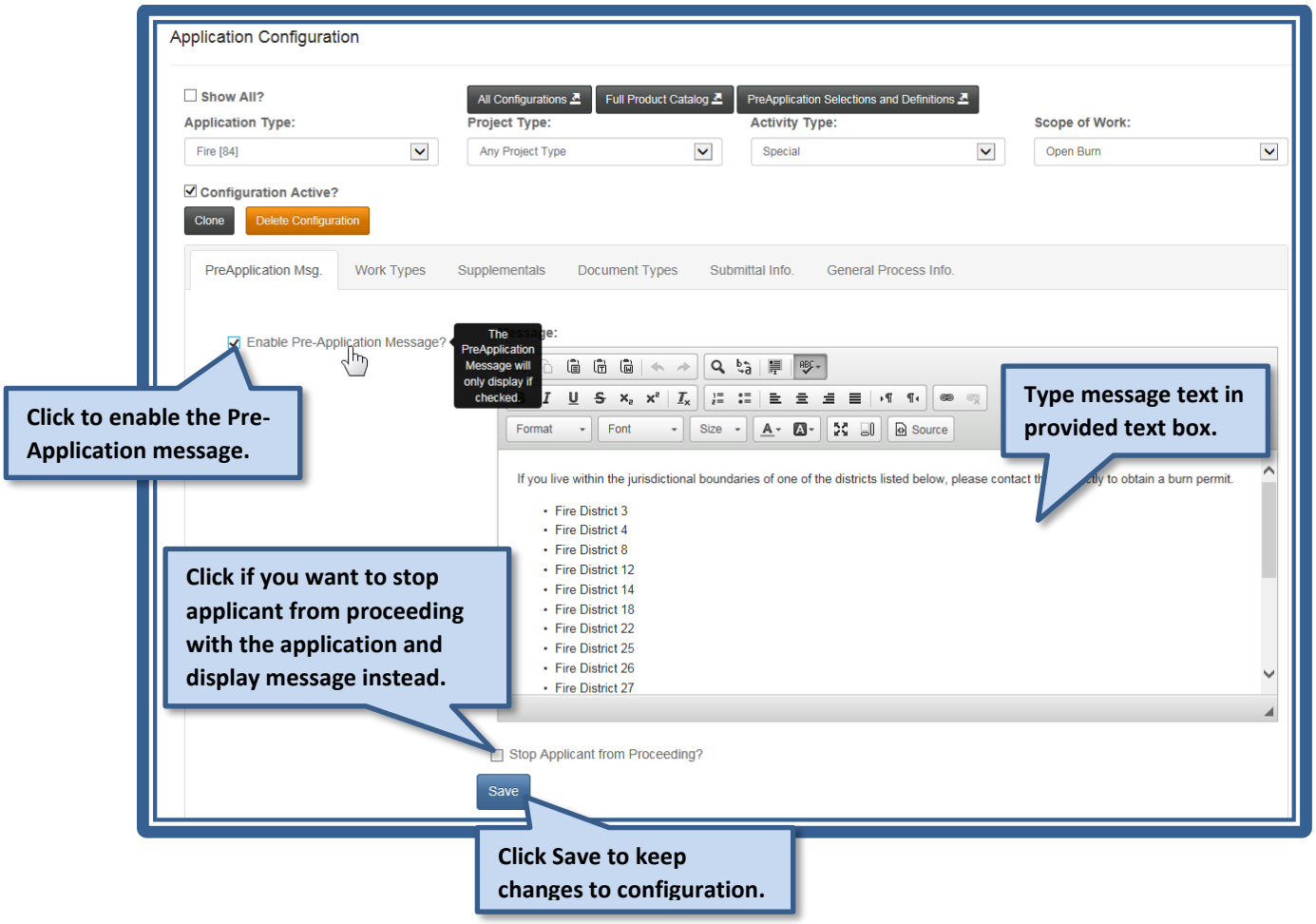
Creating a Pre-Application Message:

The Pre-Application message is for any information the jurisdiction wants to display *immediately* after the applicant selects the first four buckets. This message will be displayed in yellow on the customer application screen.

 All Rights Reserved

Steps:

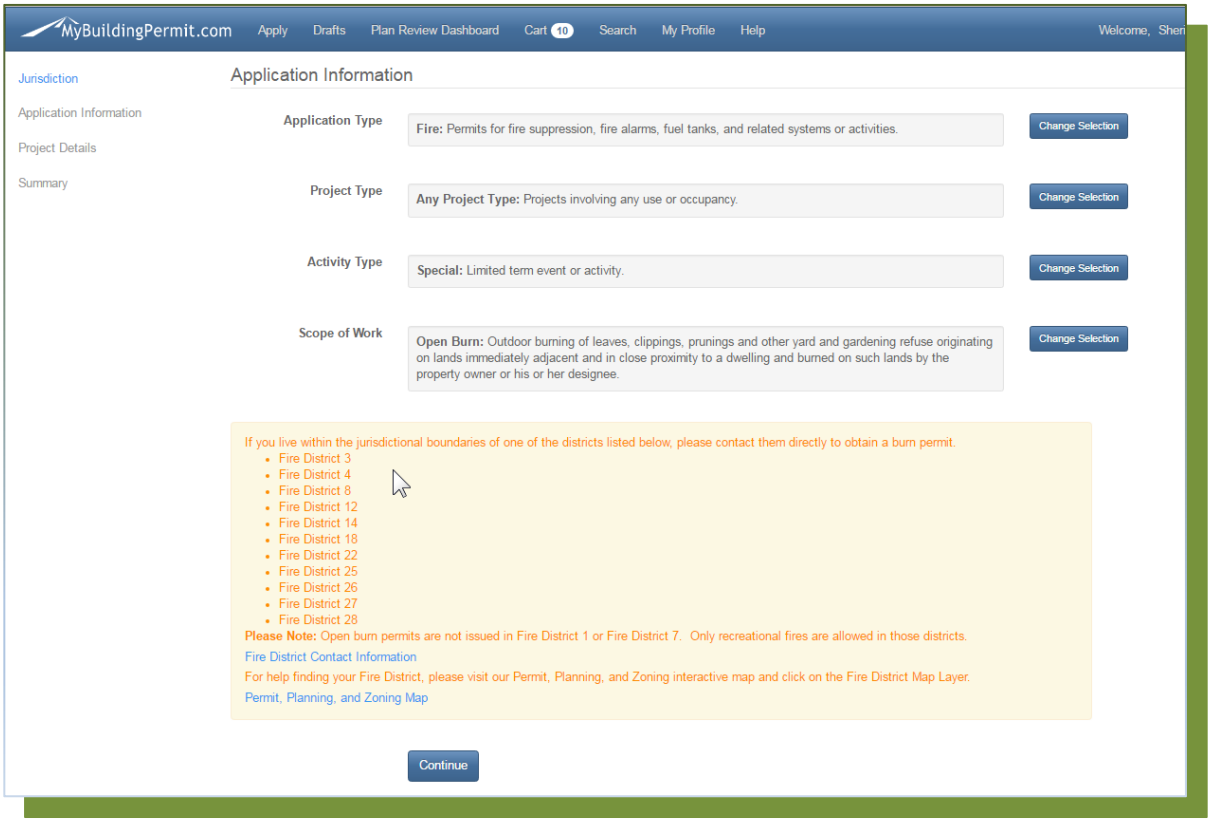
After selecting the applicable four buckets: Application Type, Project Type, Activity Type, Scop of Work, Click on the PreApplication Msg. tab:



NOTE: Clicking the "Stop Applicant from Proceeding?" box will display the message and will not allow the applicant to continue or submit this specific application. This would be beneficial if your jurisdiction does not issue Electrical Permits and you need to refer the applicant to the WA Department of Labor and Industries. Not having Electrical in your application type selection could cause confusion and increase phone calls to your permit team. Instead you can configure the Electrical permit with the Pre-Application message with instructions for the applicant on how to proceed.

All Rights Reserved

Customer Application Screen: Example of a Pre-Application Message



Adding a Work Type/SKU

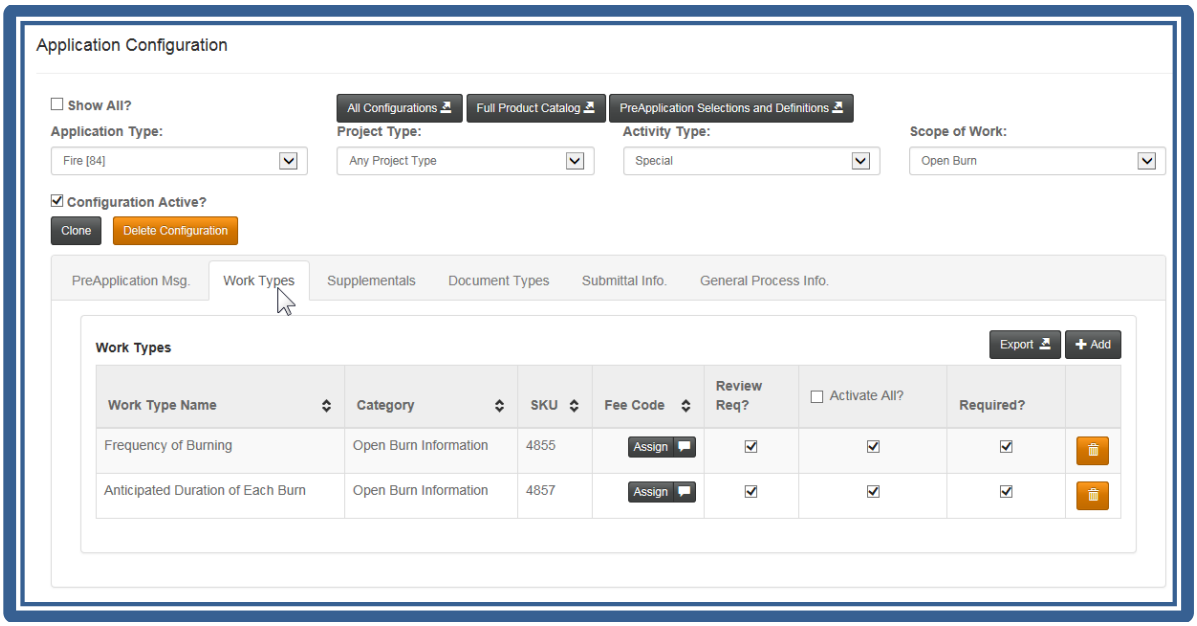
Work Types/SKU's are permit type specific. This means you will see different choices for BUILDING permit types than with FIRE. The Work Types display on the Project Details page during the application process and allow you to gather more specific information about the work that will be completed on a selected permit.

Each Work Type has a unique identifying number known as a **SKU** which will be sent to your backend permitting system via an XML text file with the SKU number, your jurisdiction short name (i.e. KL for Kirkland), and the permit type: KL_MECH_5476. Your webservice integration will translate this to your backend system database.

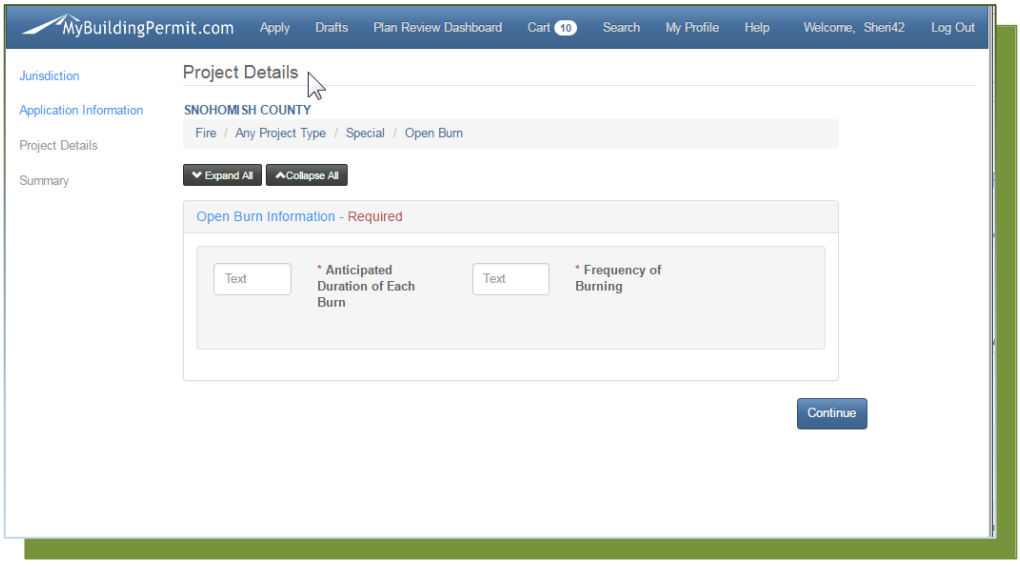
Work Types/SKU's are also specific to each Application Type and associated with a particular Category. This determines how they will be organized on the Customer application screen.

 All Rights Reserved

Example of a Jurisdiction Application Configuration



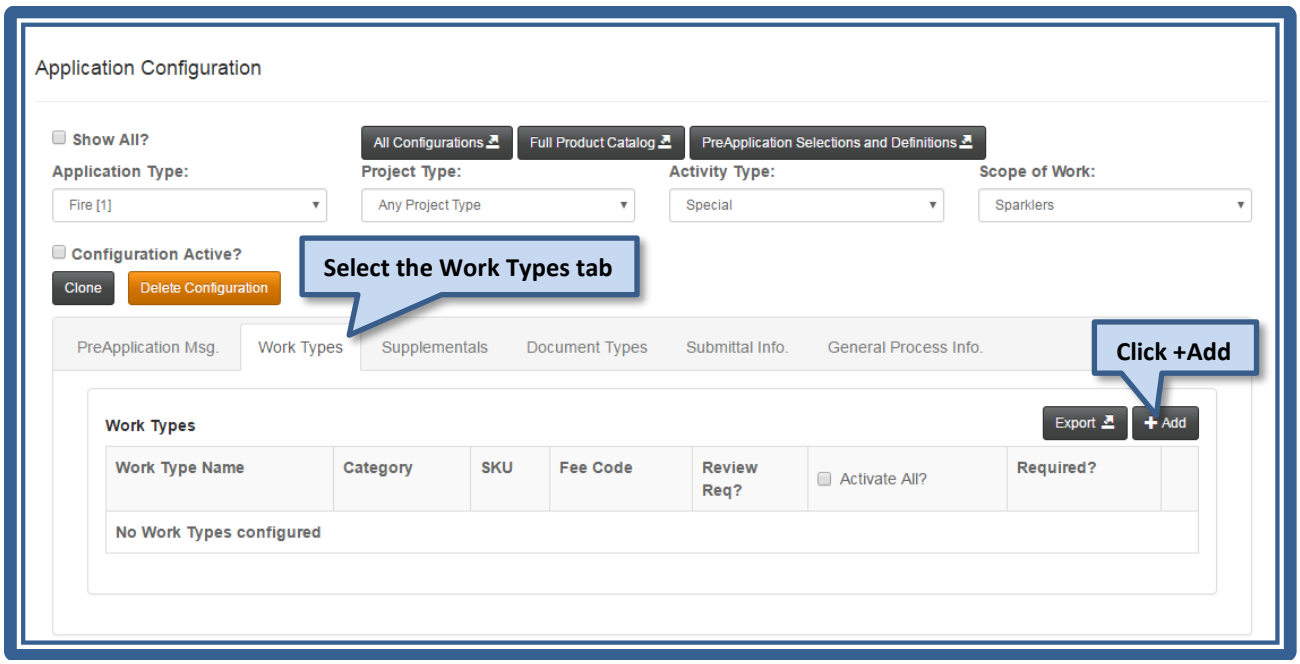
Will show as this on the Customer Application Project Details Screen:

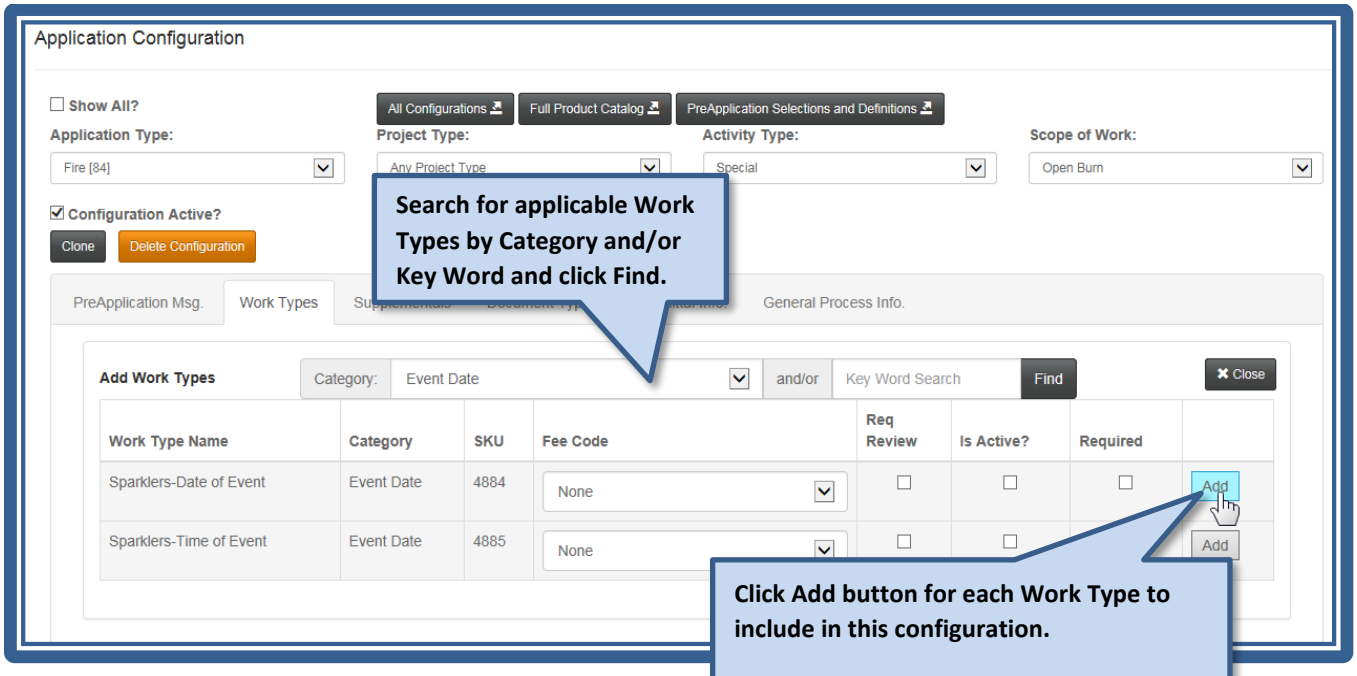


All Rights Reserved

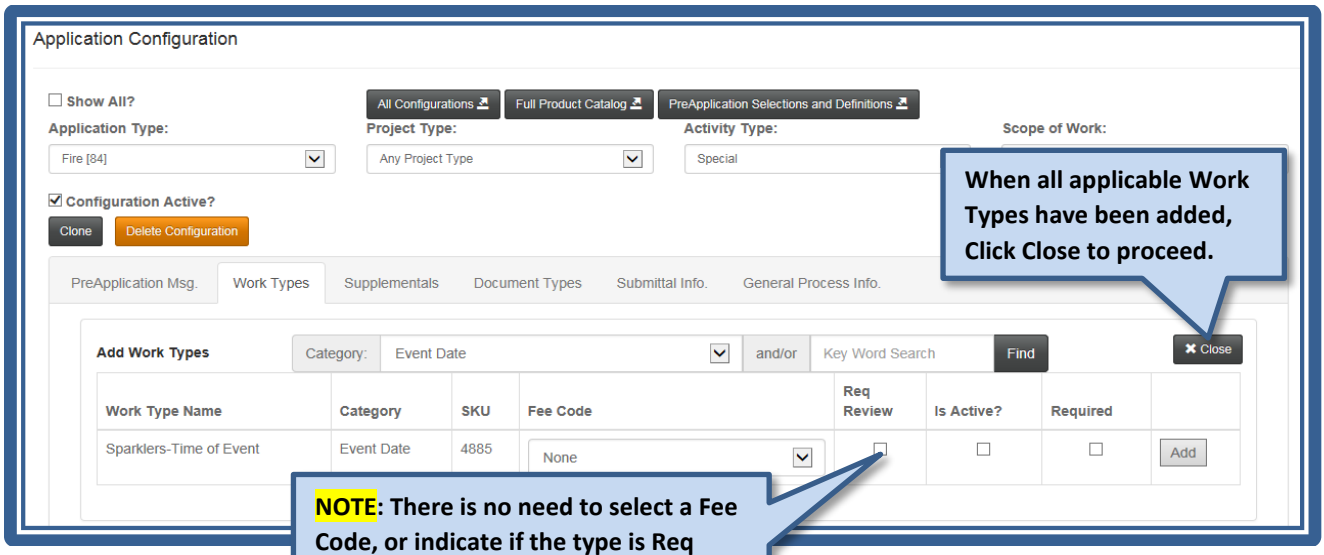
Steps:

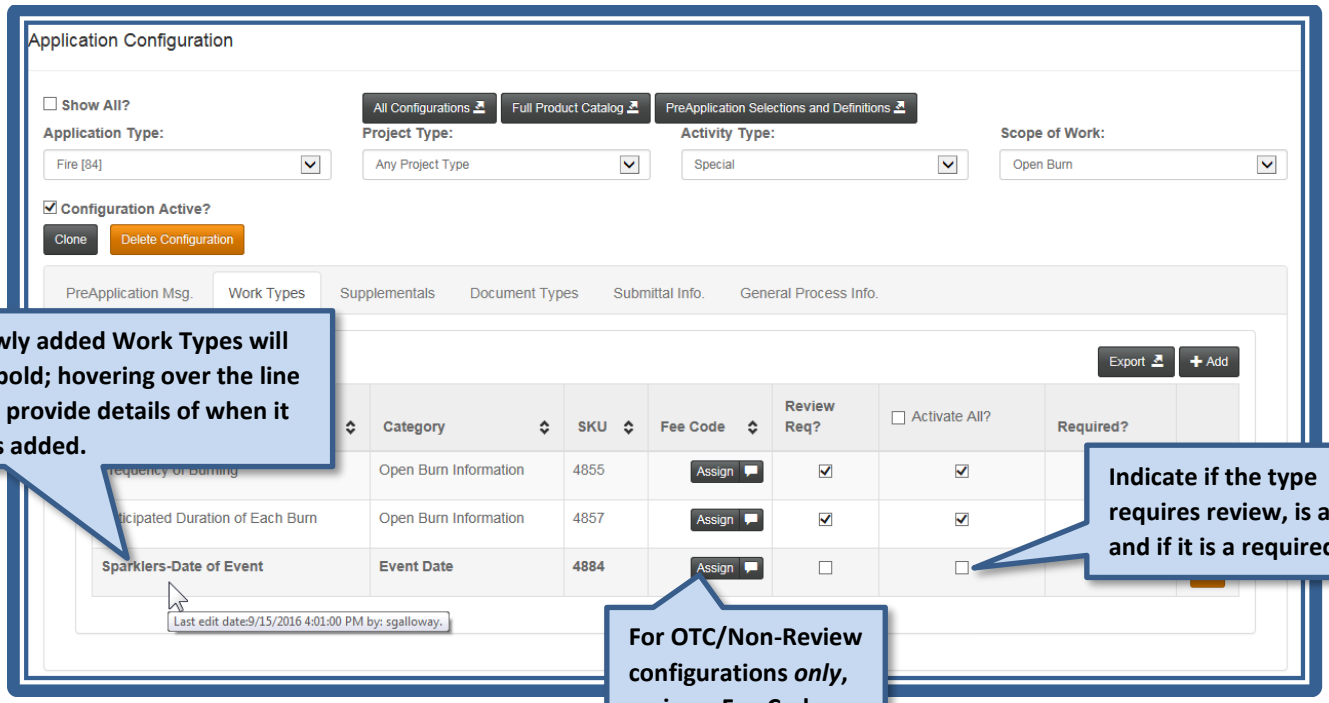
Select the applicable four buckets: Application Type, Project Type, Activity Type, Scop of Work:





All Rights Reserved

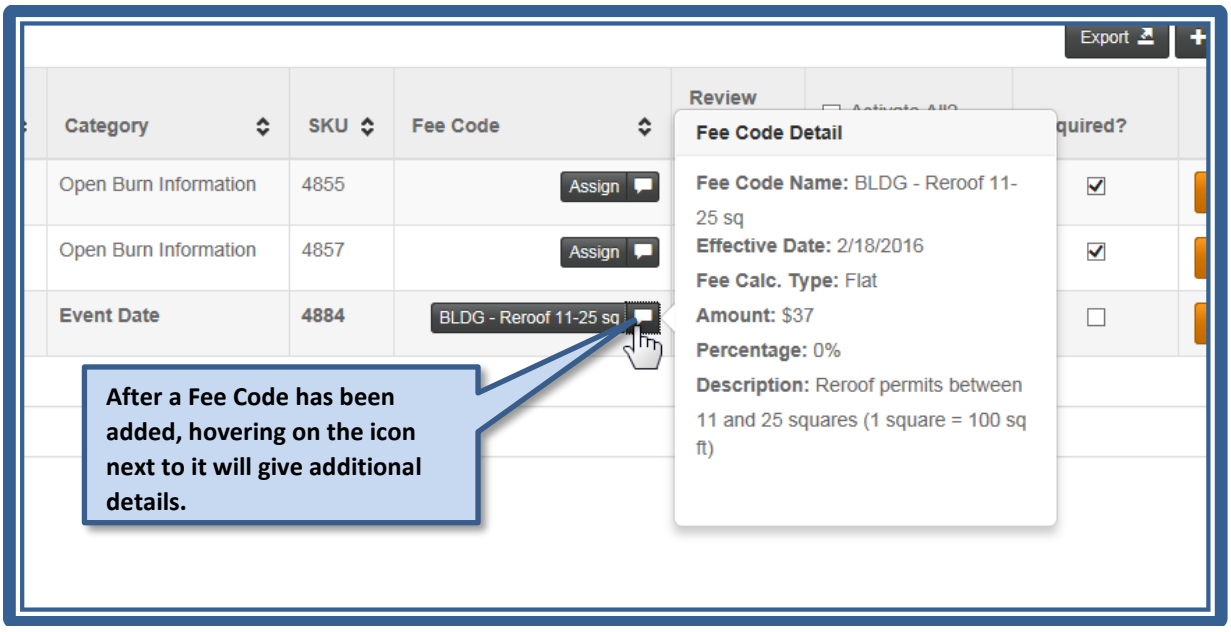




NOTE: Plan Review configurations will not use Fee Codes—jurisdictions will Invoice for any fees due.

REMINDER: When a Work Type is marked as Required on the configuration screen the categories will be marked with a Red Asterick *, which means an applicant must fill in at least one of the options in that category.

 All Rights Reserved



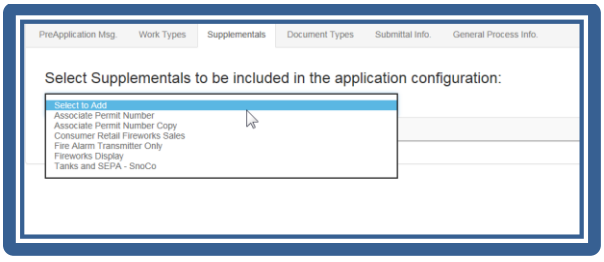
NOTE: See FEE CODES Section in this document for detailed instructions on creating Fee Codes.

Adding Supplemental Questionnaires

You can provide additional information to the customer or gather supplemental details form the applicant using Supplemental configurations. Supplementals entered to a specific Application Configuration will display for the customer during the application process after they've entered the project details and all the contact information. You can utilize Supplementals to ask additional questions based on the entire Application Configuration, or limit to only display if a certain Work Type/SKU is selected by the applicant.

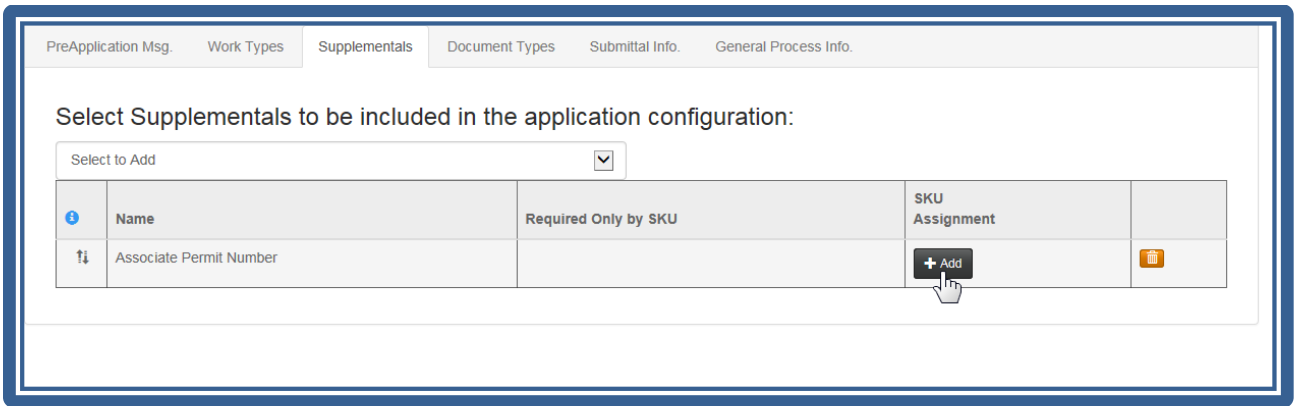
Steps:

1. Select the applicable four buckets: Application Type, Project Type, Activity Type, Scop of Work:
2. Click on the Supplementals tab
3. Click on the "Select to Add" box and select applicable pre-existing questionaire to add

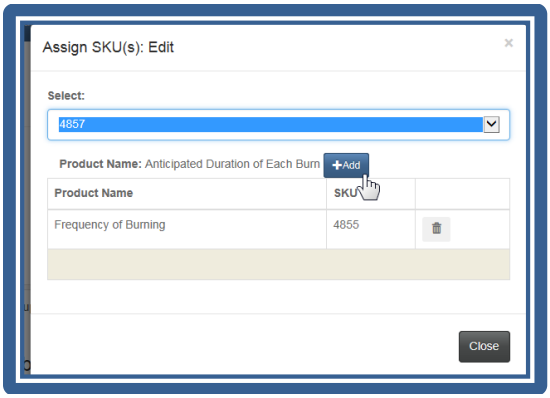


4. If applicable, you can trigger this Supplemental questionnaire when *specific* SKU's are filled in on the customer's Application:

 All Rights Reserved



a. Click **+Add** button under SKU Assignment
b. Select appropriate SKU, click Add



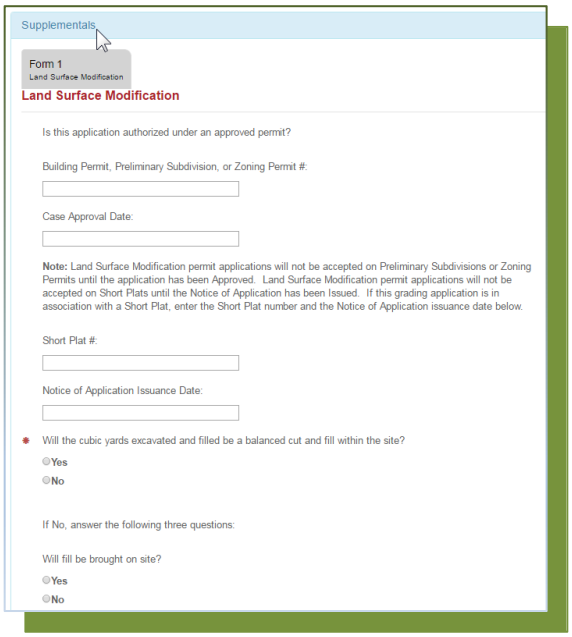
c. You may add multiple SKU's to a Supplemental however, only the configured SKU's will appear in the drop-down list.
d. Click Close
e. Use the **DELETE** Button to remove a SKU assignment

5. If SKU assignment is **not** completed, this Supplemental will appear for this Application Configuration (Application Type, Project Type, Activity Type, Scop of Work) regardless of which SKU's/Work Types the customer fills in on the Project Details page.

NOTE: To create a new Supplemental questionaire, use the the **MANAGE** Supplementals menu. See Managing Supplementals – Creating New Questionaires for more details.

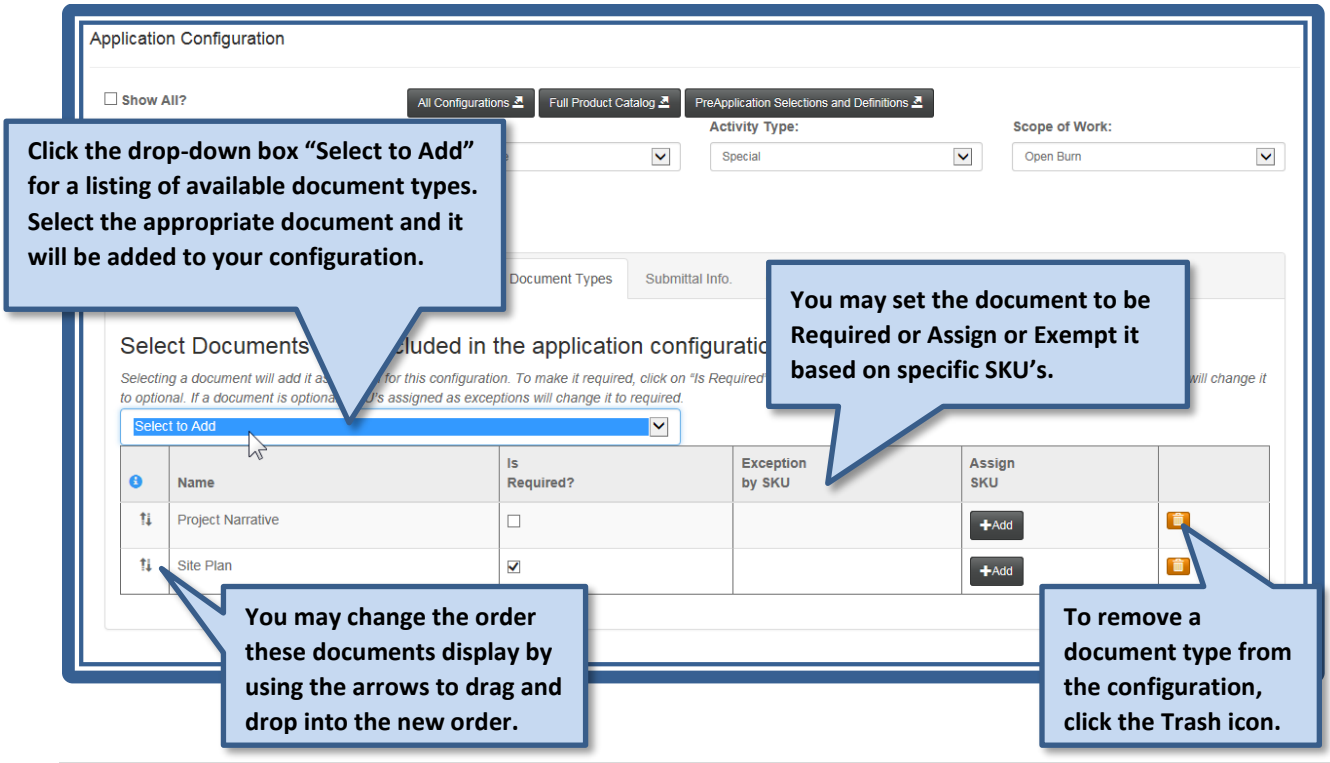
 All Rights Reserved

Example of a Customer Supplemental Screen



Adding Document Types

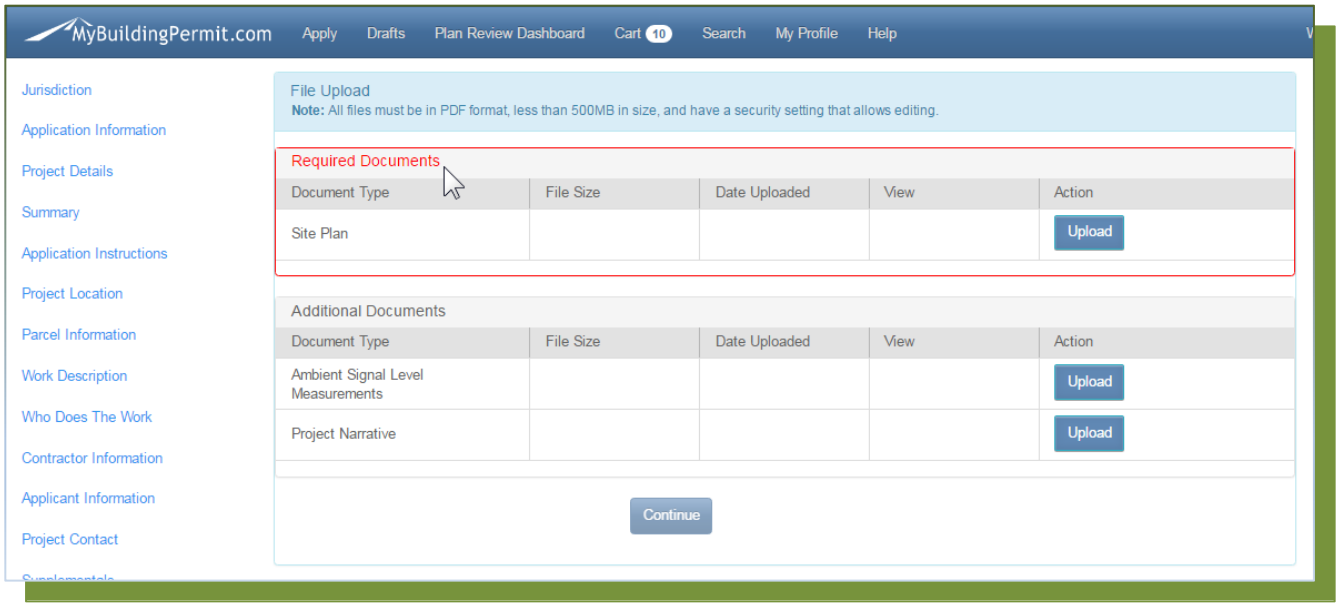
For Plan Review applications, you can add Required and Optional/Additional **Document Types** which the applicant will upload with their applications. The Document Types list is a fixed list created by the MBP team. If you need a new document type created, submit a request on the MBP SharePoint Team site.



 All Rights Reserved

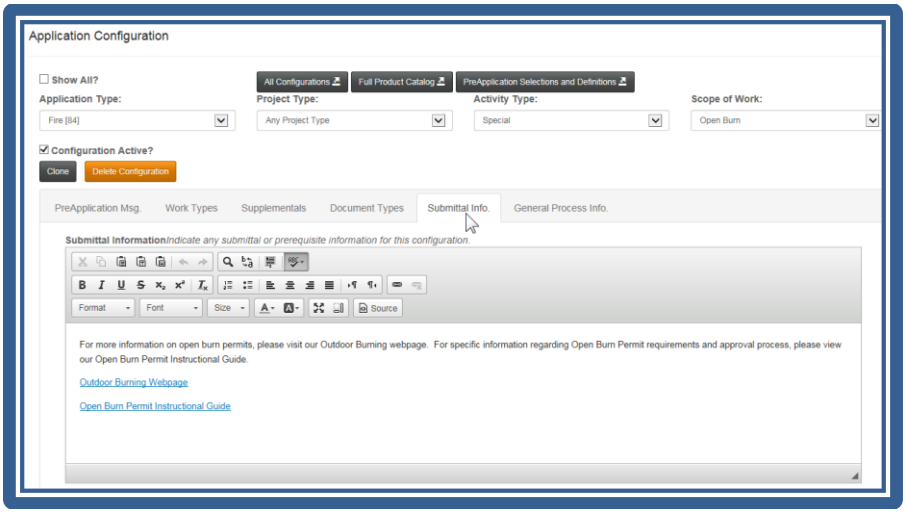
NOTE: If a document is marked as required, SKU's assigned as exceptions will change it to optional. If a document is optional, SKU's assigned as exceptions will change it to required.

Example of a Customer Application File Upload Screen



Adding Submittal Information

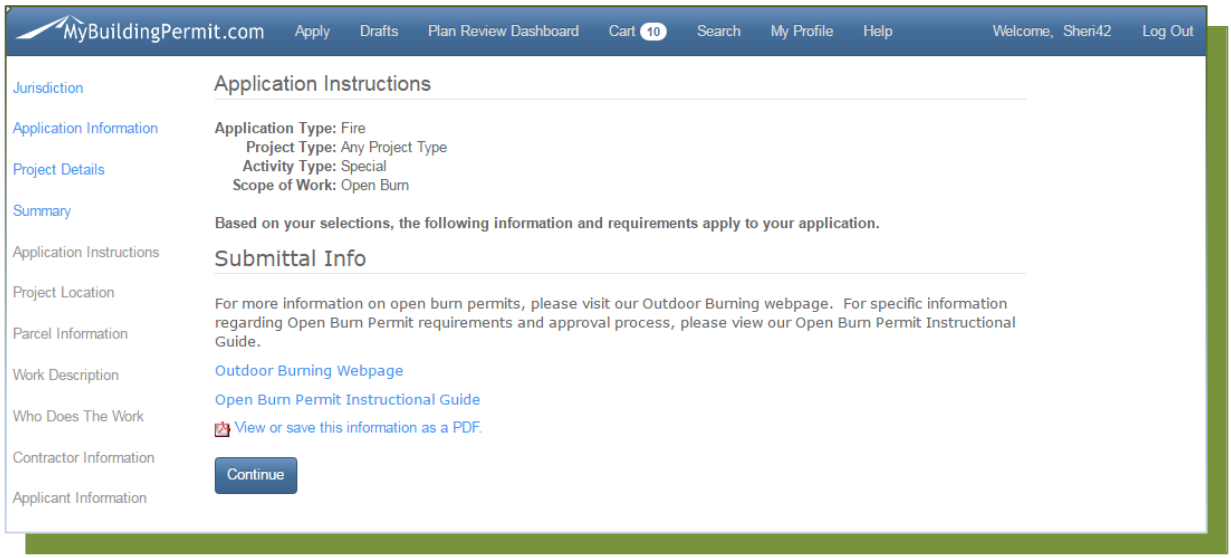
Important information on submitting the Application, additional details to communicate to the applicant, and links to other documents and relevant information can be added to the Submittal Tab.



NOTE: The information will appear on this application configuration only – it is **not** globally added to all applications.

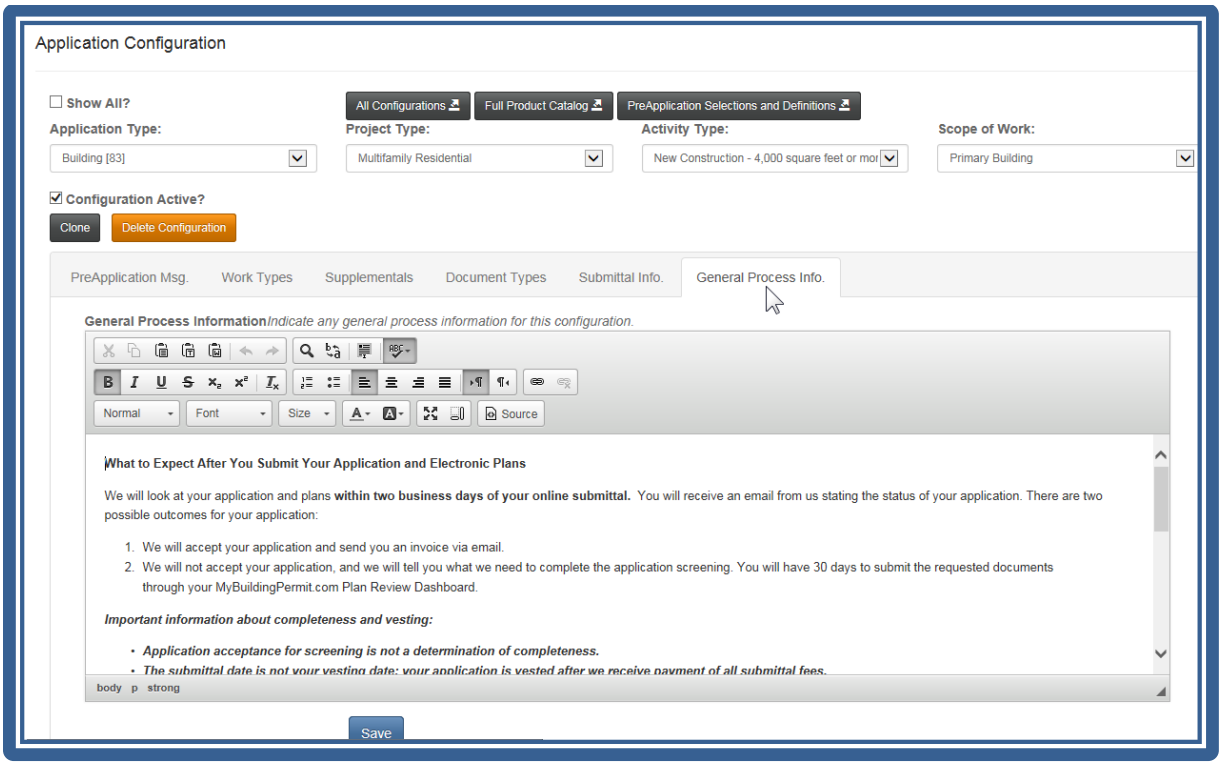
All Rights Reserved

Customer Application Instructions Screen – contains the Submittal Info from configuration



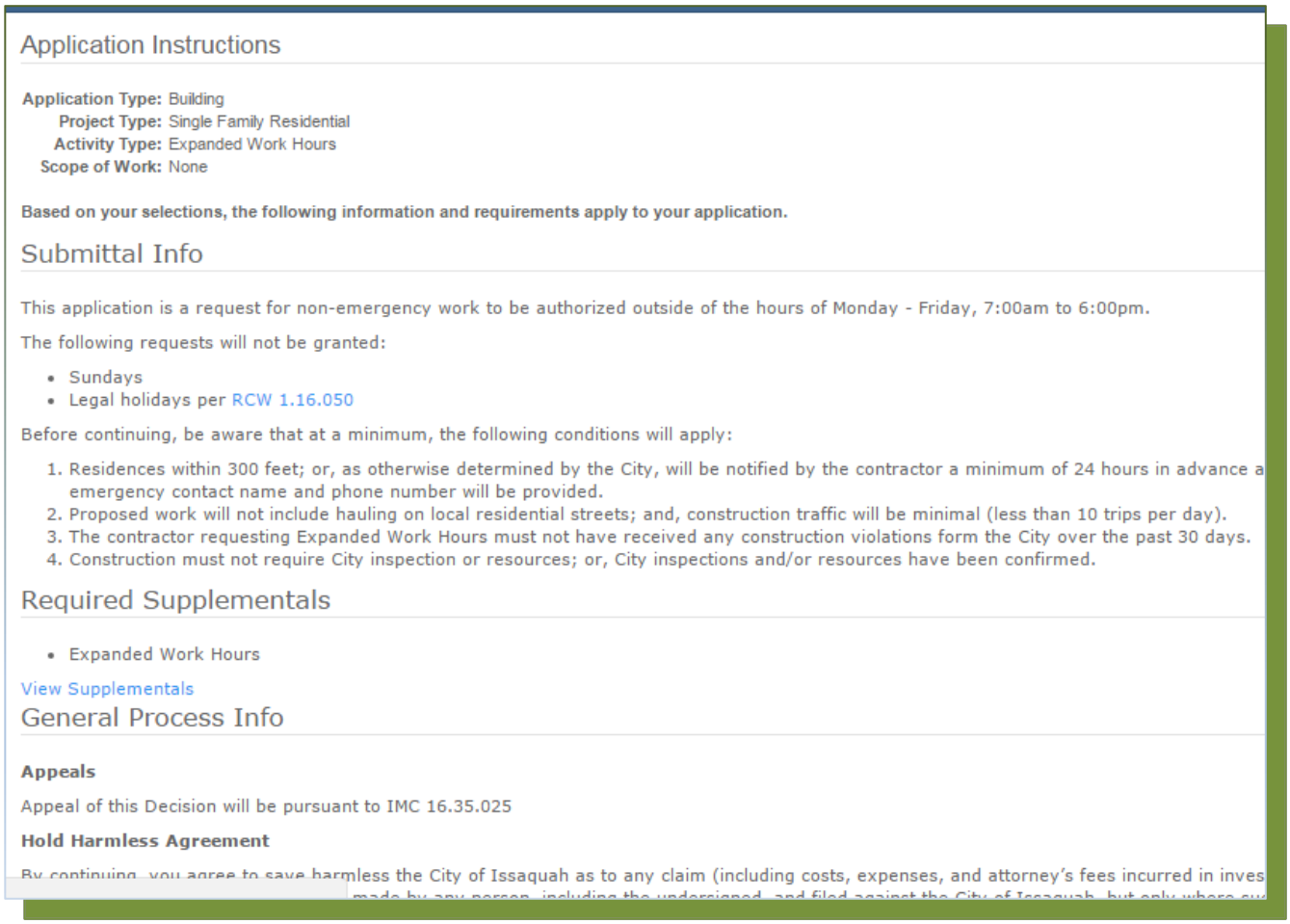
General Process Info Tab

Information on the General Process Tab will also show on the Application Instruction Screen when the applicant applies for this permit configuration. As with the Submittal Info, you may enter and format text and include hyperlinks to other documents.



 All Rights Reserved

Example of Submittal Info, Required Supplements list and General Process Info on the Customer Application Screen



Application Instructions

Application Type: Building
Project Type: Single Family Residential
Activity Type: Expanded Work Hours
Scope of Work: None

Based on your selections, the following information and requirements apply to your application.

Submittal Info

This application is a request for non-emergency work to be authorized outside of the hours of Monday - Friday, 7:00am to 6:00pm.

The following requests will not be granted:

- Sundays
- Legal holidays per RCW 1.16.050

Before continuing, be aware that at a minimum, the following conditions will apply:

1. Residences within 300 feet; or, as otherwise determined by the City, will be notified by the contractor a minimum of 24 hours in advance a emergency contact name and phone number will be provided.
2. Proposed work will not include hauling on local residential streets; and, construction traffic will be minimal (less than 10 trips per day).
3. The contractor requesting Expanded Work Hours must not have received any construction violations form the City over the past 30 days.
4. Construction must not require City inspection or resources; or, City inspections and/or resources have been confirmed.

Required Supplementals

- Expanded Work Hours

View Supplementals

General Process Info

Appeals

Appeal of this Decision will be pursuant to IMC 16.35.025

Hold Harmless Agreement

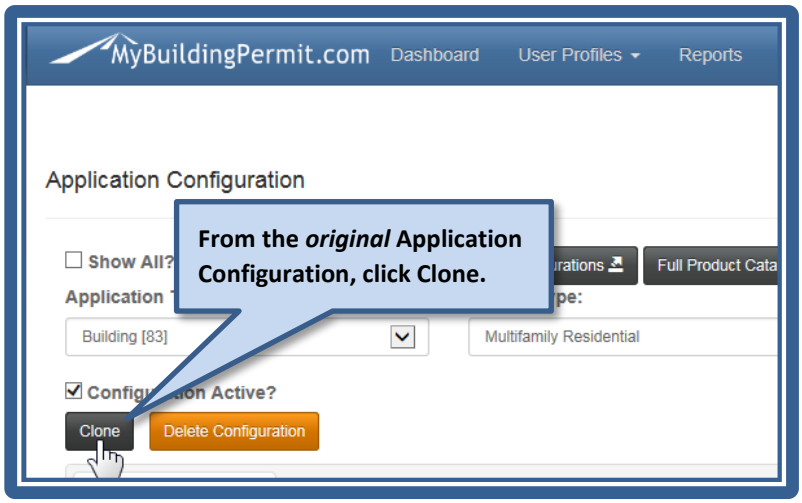
By continuing, you agree to save harmless the City of Issaquah as to any claim (including costs, expenses, and attorney's fees incurred in inves

Cloning or Copying an Application Configuration

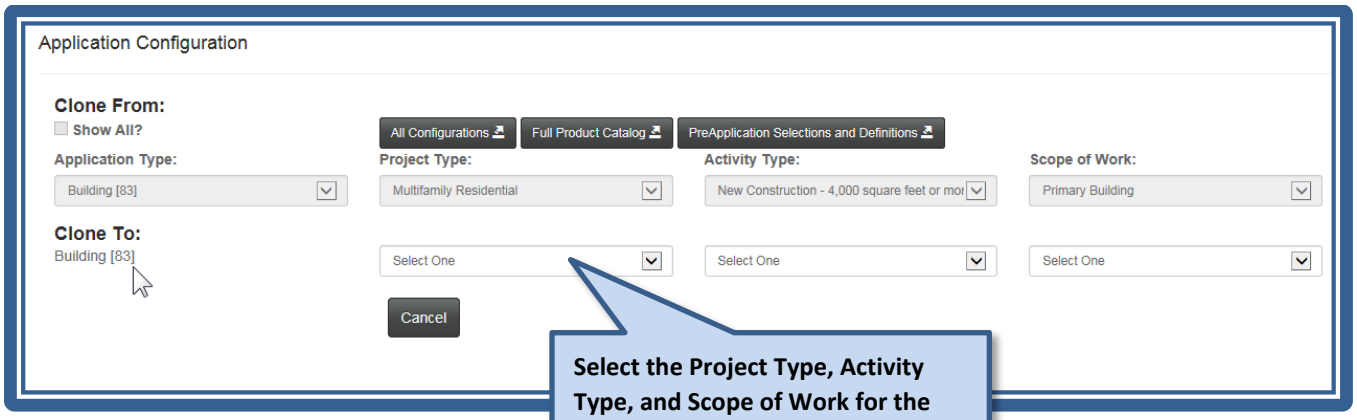
Once you have an Application Configured, you may Clone it to another configuration. The Application Type must be the same (such as Building to Building) but the other 3 "buckets" may be different from the original.

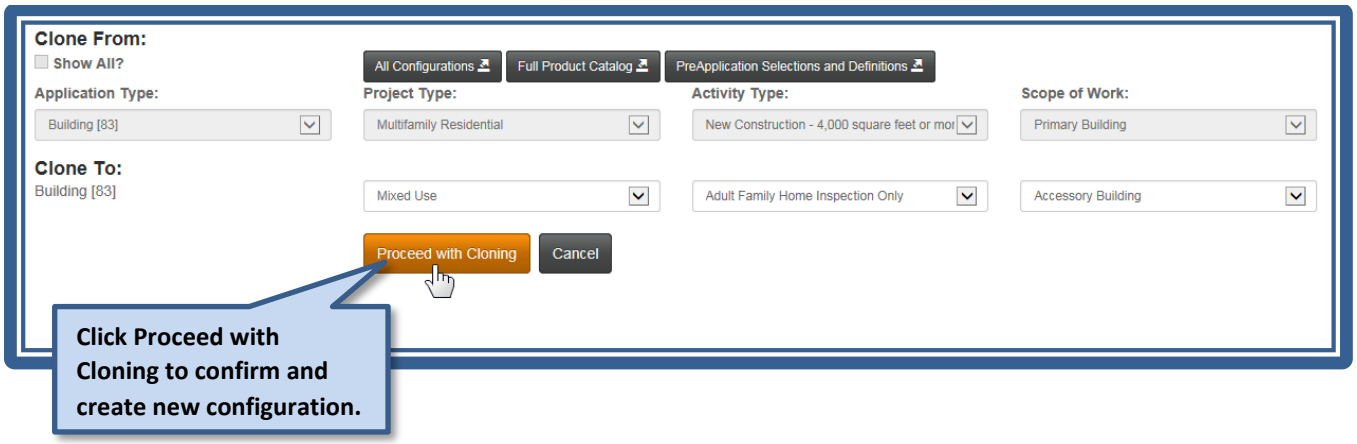
The following components of the configuration will be copied to the new configuration:

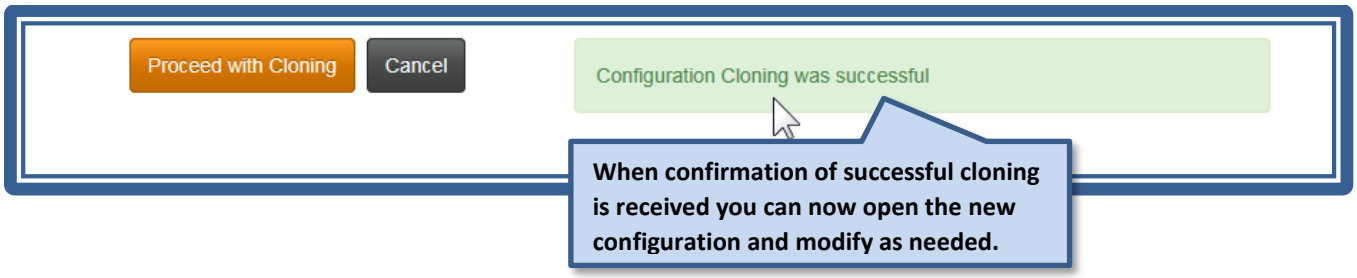
Work Types, Supplementals, Document Types, Submittal Info and General Process Info. All the components can then be modified accordingly.



 All Rights Reserved



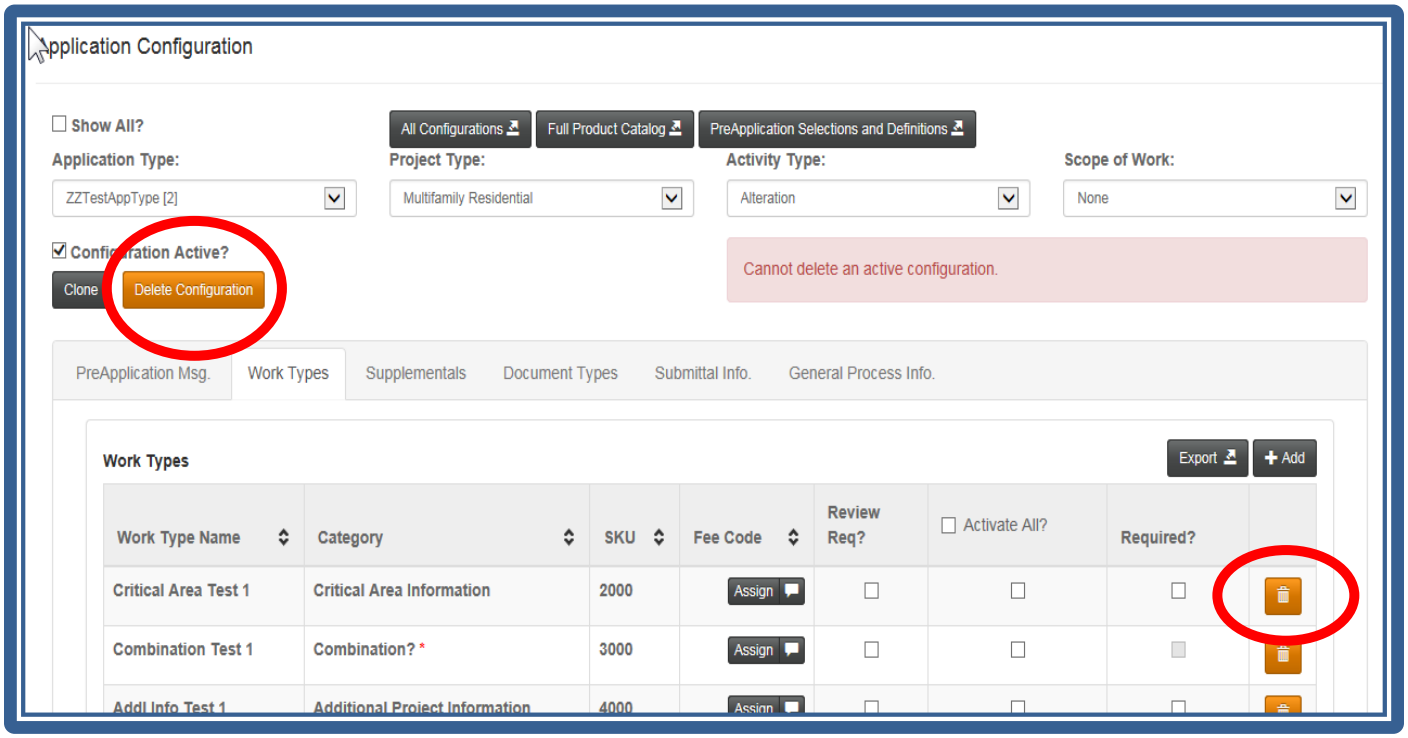




 All Rights Reserved

Deleting an Application Configuration

You must delete ***all*** the Work Type/SKU's from the configuration before you can delete the entire configuration. Use the trashcan icon on the right of each Work Type to remove that line. Once all the Work Types have been deleted, you may delete the Application Configuration using the orange Delete Configuration button next to the Clone button.



Requesting New Items—Permit Types, Document Types, Work Types, etc.

The below list provides additional information on requesting new or additional items when configuring applications. The same process also applies if an existing item needs to be edited. Any questions or assistance with best practices can be directed to the Program Team members, or Program Business Analysts (see MBP contact list).

Permit Types- New Permit Types are only added when the entire Program Team fully discusses and agrees on the new type. The logic flow for a new Permit Type will have to be determined by the team and developers. Once the Program Team agrees on adding a new Permit Type, a new request can be added to the Tracker Backlog list and will go into the development process.

Project Types – Same as new Permit Types

Activity Types – New Activity types can be requested. The name and a description must be submitted to the Tracker Backlog, approved by the Program Team, and then will be submitted to the developers.

Scope of Work – Same as Activity Types.

Work Types/SKU's – if you need a new Work Type/SKU, submit a request on the MBP SharePoint Team site under the Issues and Requests→WorkType(SKU), Category, Permit Def Request. You will need to enter a

 All Rights Reserved

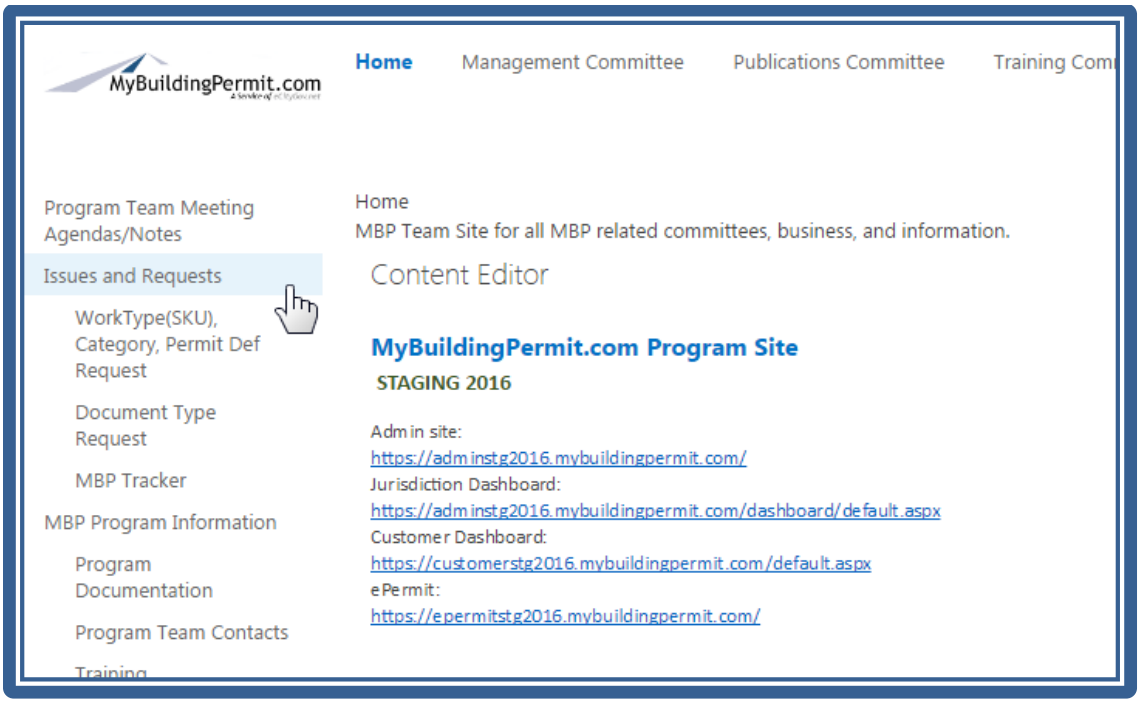
name, screen label, type such as checkbox or radio button, and indicate the application type and category where it should be added.

Categories (for Work Types)—Categories are how the Work Types are grouped on the application project detail screen. Submit requests for new Categories on the MBP SharePoint Team site under the same request tracker as a new Work Type. Please clearly indicate it is a request for a new Category.

Document Types – Submit a new Document Type request on the MBP SharePoint Team site under Issues and Requests→Document Type Request.

If additional information is needed on the above requests, a member of the MBP Service Delivery team will add a note and assign the request back to the originator for clarification.

NOTE: To reduce potential duplicate Document and Work Types, we search current inventory lists of documents and SKU's to identify a similar, already existing match. In these instances, we will contact the original requestor to verify if we can use the existing type or if a new one is still needed.



For additional instruction on submitting tracker requests SharePoint, see the section on MBP Team SharePoint site.

 All Rights Reserved

Permit Fees

MBP uses the Fee Codes and Valuation/Range Tables to calculate the permit fees for **Over-the-Counter (OTC) Non-Plan Review** applications. **Plan Review** application fees come from you invoicing the customer utilizing your back-end system fee calculations. For specific information on invoicing see the Plan Review Application Processing Document.

The fees that are calculated for a permit, are included in the XML output from MBP that you will map to your back-end permitting system. See MBP – Jurisdiction Integration Section in this document.

NOTE: Creating a spreadsheet of your permit configurations prior to setting them up and creating Fee Codes in MBP is very beneficial. Identify which configurations are Over-the-Counter verses Plan Review as only Over-the-Counter permits need a fee code. Also determine what fee type each should be: flat, calculated, valuation, etc. Once you have your configurations in a spreadsheet, you can configure them in MBP more easily.

Example:

MBP Fee Code Name	Fee Type	Formula / Percentage	Valuation / Range Table
Gas Piping	Range		Gas Piping
Mechanical Fixture	Calculated	11	

Step 1: Enter a new fee code name

Step 2: Select the Fee Type:
- **Calculated** – quantity times the dollar amount
- **Flat** – a fixed fee charged regardless of quantity
- **Percentage** – calculate a percentage
- **Range** – Uses the Table entered in the Value/Range Table Name to calculate the fee
- **Valuation** – Uses the Table entered in the Value/Range Table Name to calculate the fee

Step 3: Enter the formula / Percentage or the valuation/range table name. Valuation/range tables are created in the Valuation Range Tables tab

Table List	Valuation / Range Tables							
Table Name	Table Name	Row	Minimum	Maximum	Base Rate	Plus $$	For Every
Building Fee	Building Fee	1	0	500	$26.45	0.00	0
Gas Piping	Building Fee	2	501	2,000	$26.45	3.30	100
	Building Fee	3	2,001	25,000	$78.85	16.00	1,000
	Building Fee	4	25,001	50,000	$444.30	11.60	1,000
	Building Fee	5	50,001	100,000	$730.95	7.70	1,000
	Building Fee	6	100,001	500,000	$1,127.85	6.60	1,000
	Building Fee	7	500,001	1,000,000	$3,672.40	5.50	1,000
	Building Fee	8	1,000,001	99,999,999	$6,369.15	4.40	1,000
	Gas Piping	1	1	5	$6.00	0.00	0
	Gas Piping	2	6	99,999,999	$8.00	2.00	1

Step 1: Add a new table name to the Table List

Step 2: Using the second table add any range tables you may require. Tables may be based on the permit valuation or the quantity of a SKU. In the examples provided, the Building Fee would be calculated by the permit valuation. If the valuation is between the row's minimum and maximum values, then it will take the base rate and add an extra amount (Plus $$) for every amount over the minimum. The gas piping example would be based on the amount the customer enters for gas piping. In this example the first 5 gas piping fixtures are a flat $6, for every fixture over 5, they are charged an extra $2.

The Row column is the row number for that particular table.

Important: You only need to enter valuations for fees related to Over-the-Counter permits. If your reroof permits are flat rate, then you may not even need to create a building fee table.

MBP SKU	Juris Fee Code

This section can be used to help map SKUs with fees to your backend system. it is suggested that you export your configurations from MBP and filter the list to only permits which are OTC. From there filter down to only the SKUs which will have fees associated with them. The exact method you use to map fees in MBP to fees in your permit system is depending on your vendor webservices.

Fee Types
Calculated
Flat
Percentage
Range
Valuation

Don't edit this

All Rights Reserved

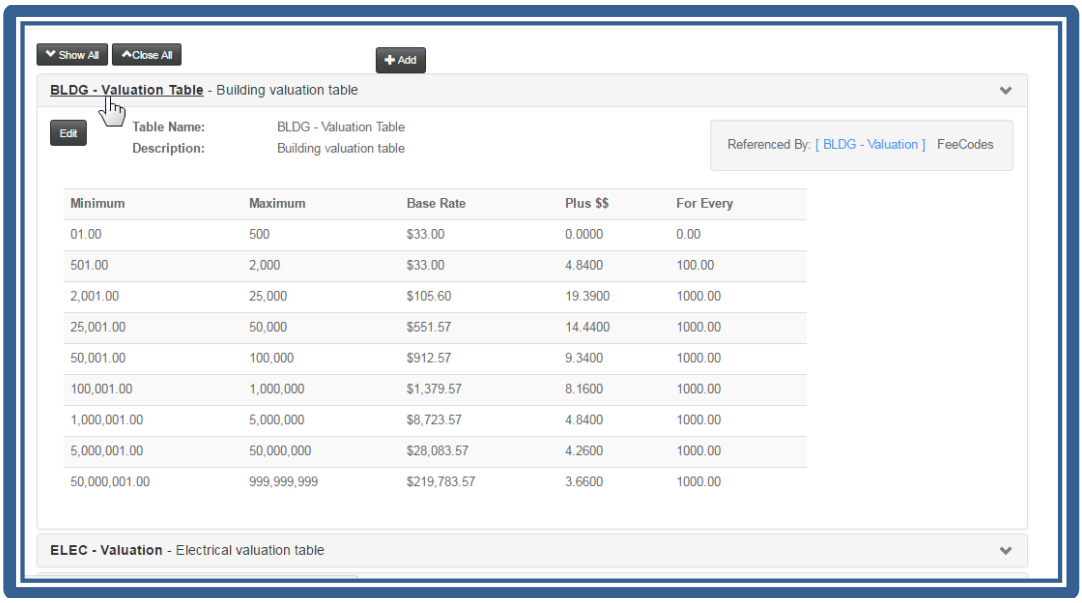
Valuation/Range Tables—Overview

When fees are variable based on different project values or quantities, the Fee Code will need to reference a table. Valuation Tables are used for fees dependent on a dollar amount of the project or building valuation. Range tables are used when fees vary for different quantities.

Each jurisdiction can create their own valuation and ranges in tables, save them with meaningful names, and then create fee codes using these tables.

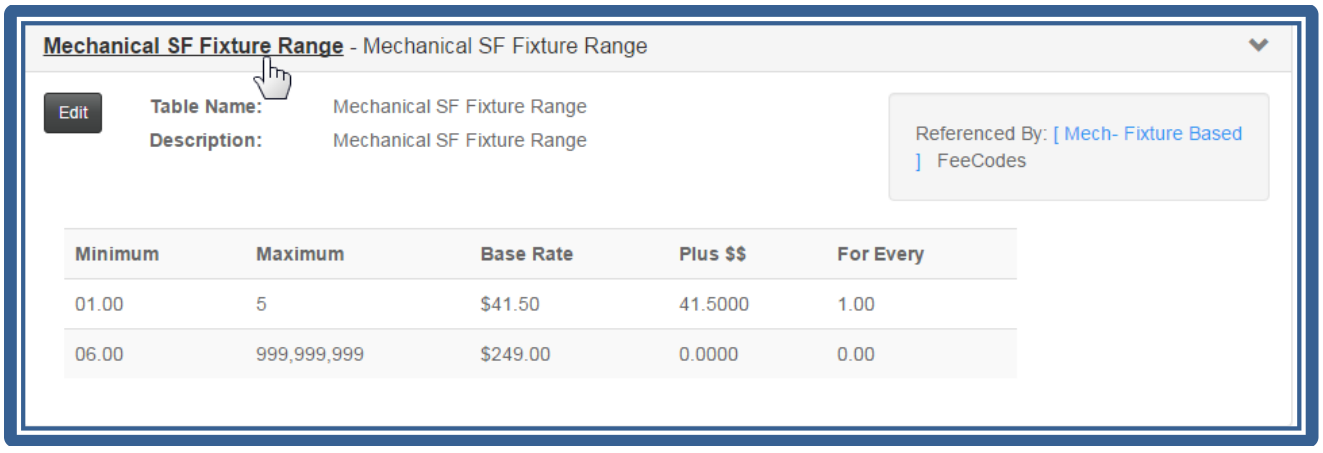
A valuation table or range table needs to be created prior to using it with a Fee Code. The Fee Code must be created before you can assign it to a Work Type in the Application Configuration.

Example of a Valuation Table (the Minimum and Maximums represent dollar ranges)



Minimum	Maximum	Base Rate	Plus $$	For Every
01.00	500	$33.00	0.0000	0.00
501.00	2,000	$33.00	4.8400	100.00
2,001.00	25,000	$105.60	19.3900	1000.00
25,001.00	50,000	$551.57	14.4400	1000.00
50,001.00	100,000	$912.57	9.3400	1000.00
100,001.00	1,000,000	$1,379.57	8.1600	1000.00
1,000,001.00	5,000,000	$8,723.57	4.8400	1000.00
5,000,001.00	50,000,000	$28,083.57	4.2600	1000.00
50,000,001.00	999,999,999	$219,783.57	3.6600	1000.00

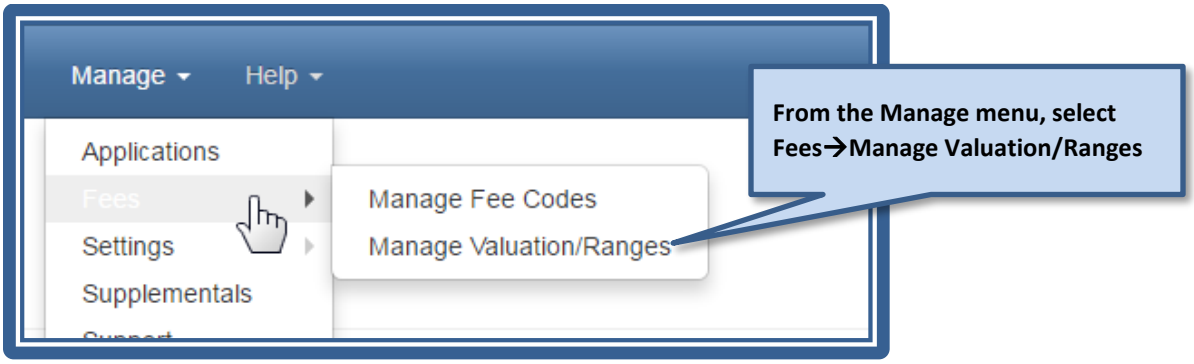
Example of a Range Table (the Minimum and Maximums represent quantity ranges)

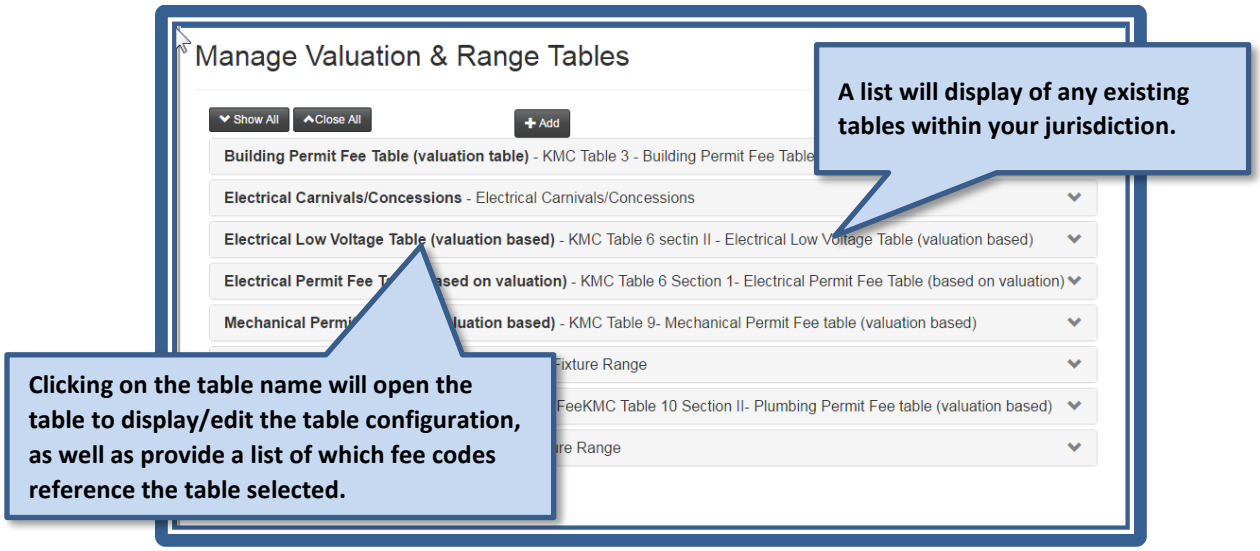


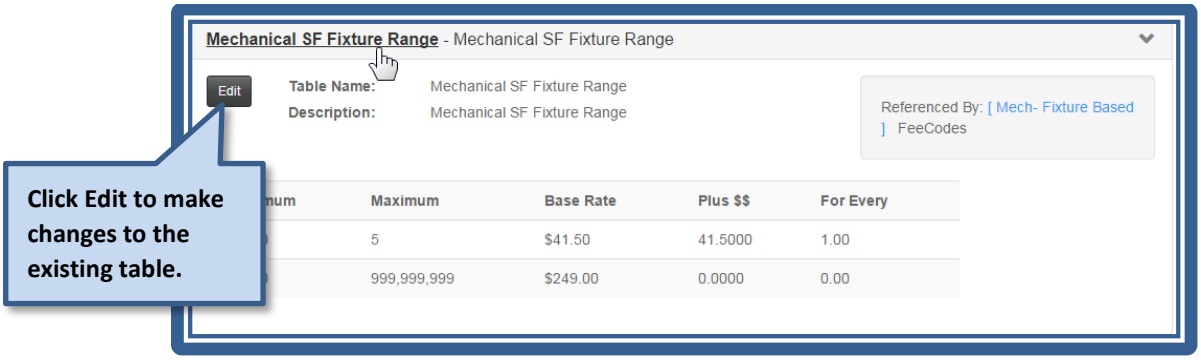
Minimum	Maximum	Base Rate	Plus $$	For Every
01.00	5	$41.50	41.5000	1.00
06.00	999,999,999	$249.00	0.0000	0.00

All Rights Reserved

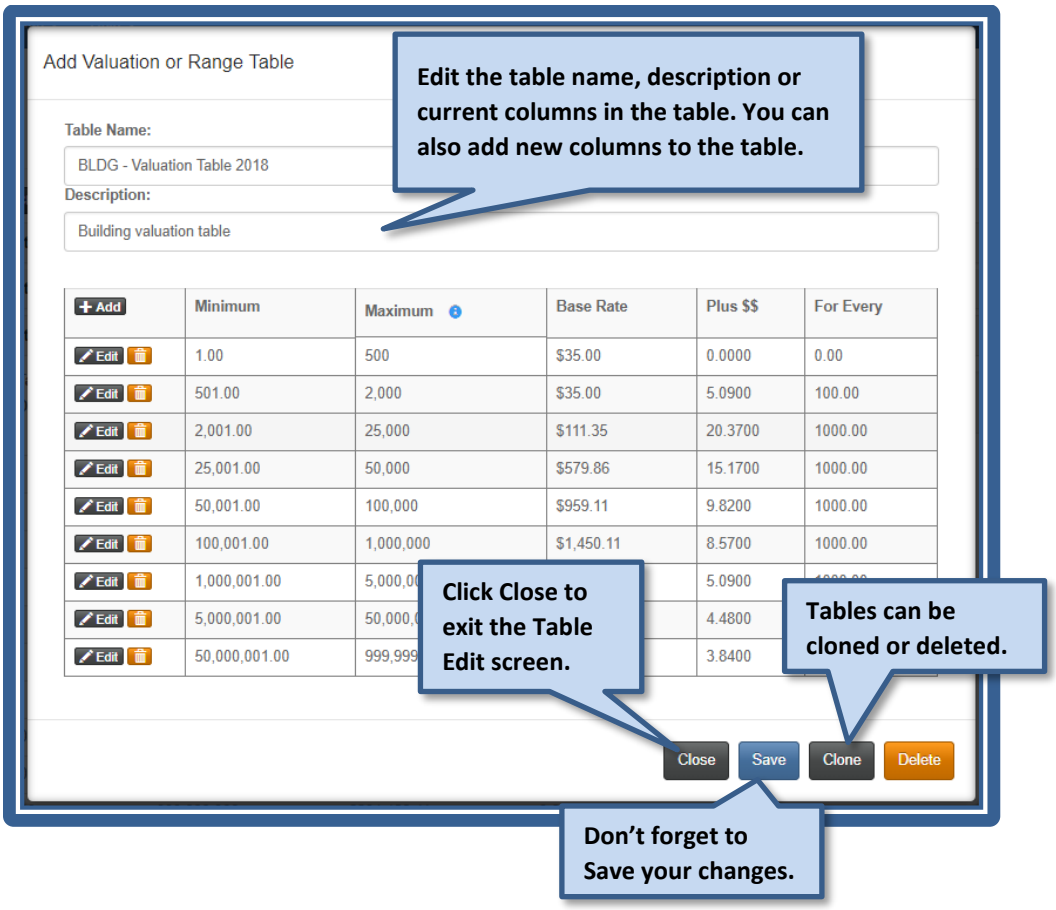
Creating or Editing Valuation or Range Tables

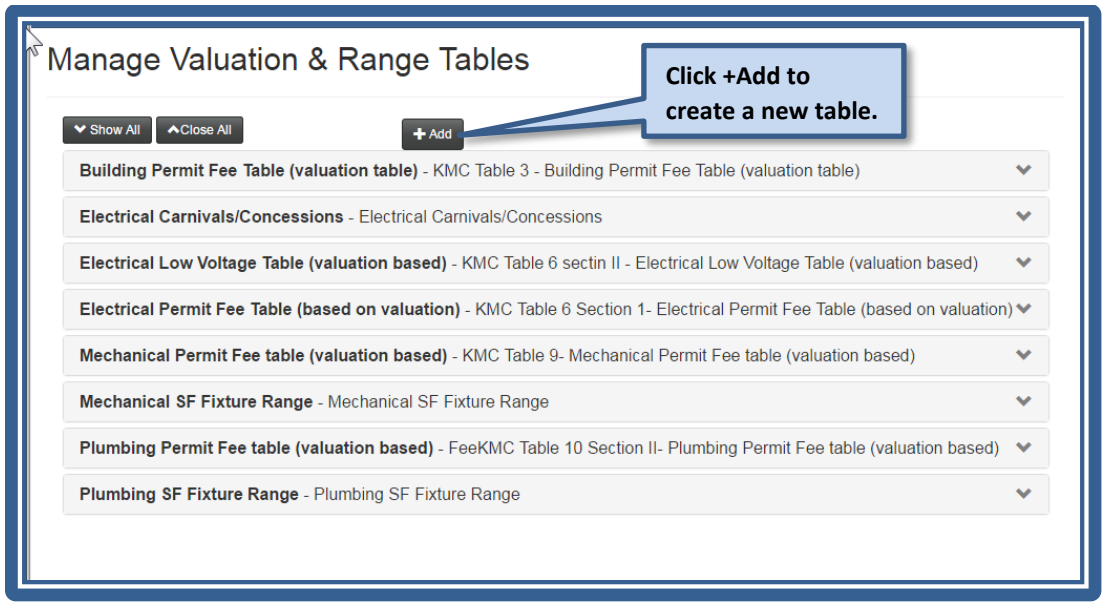




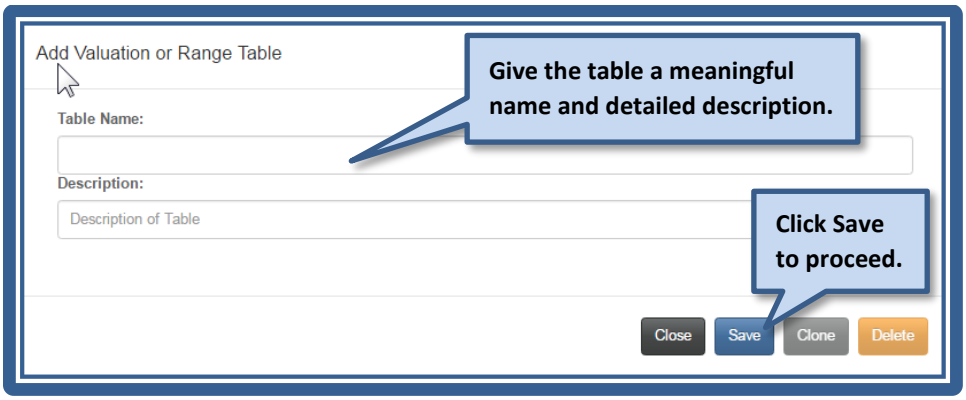


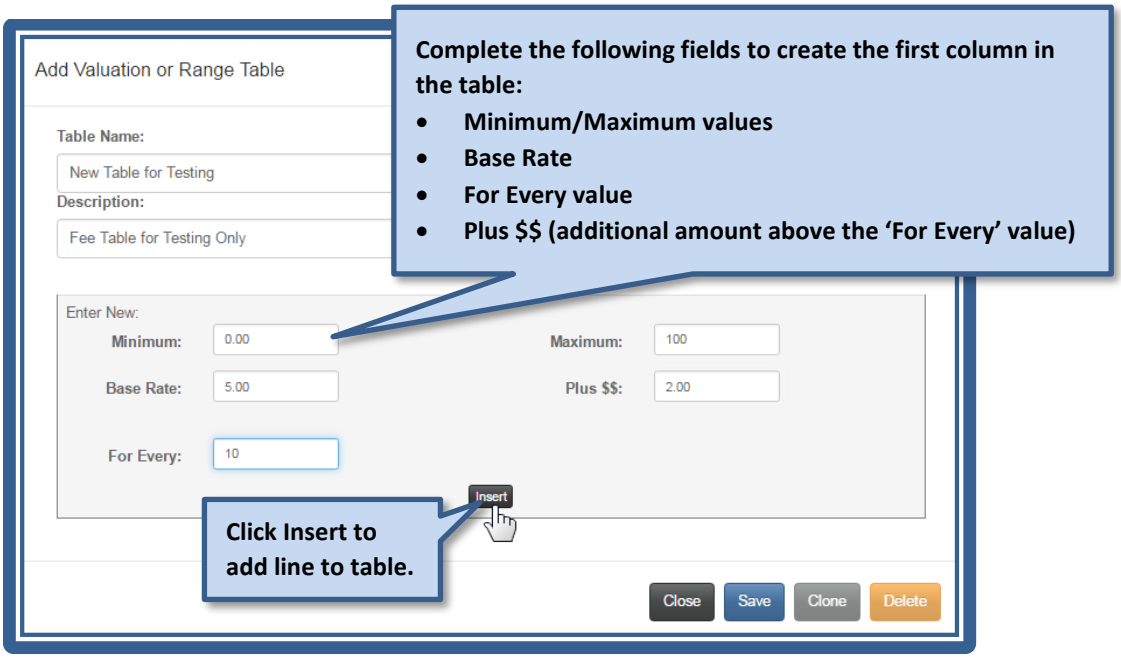
All Rights Reserved

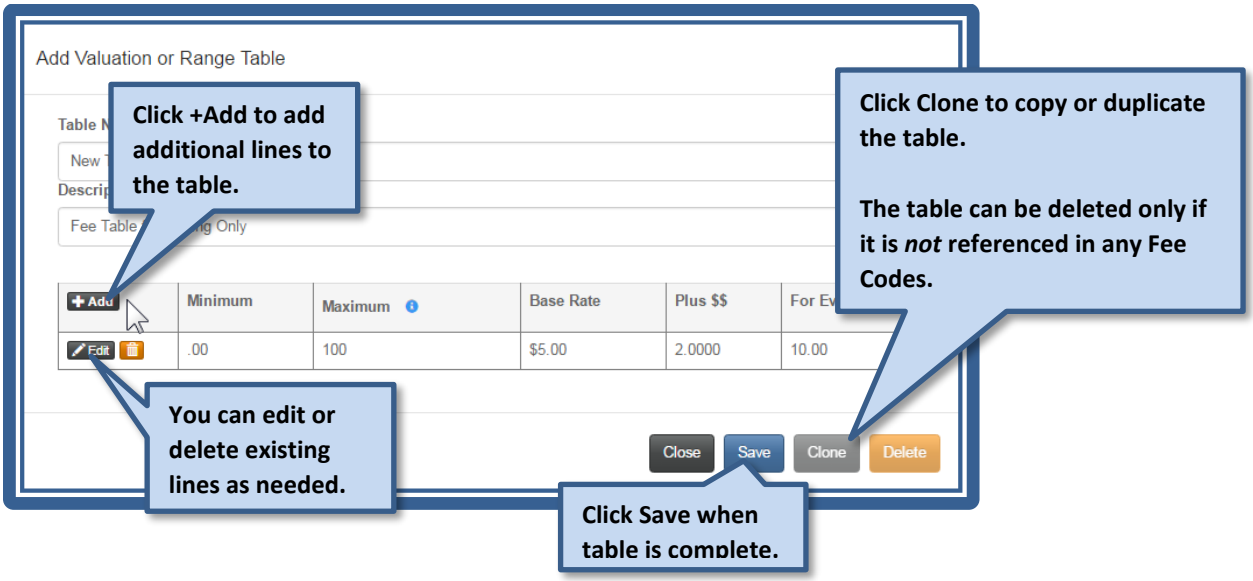




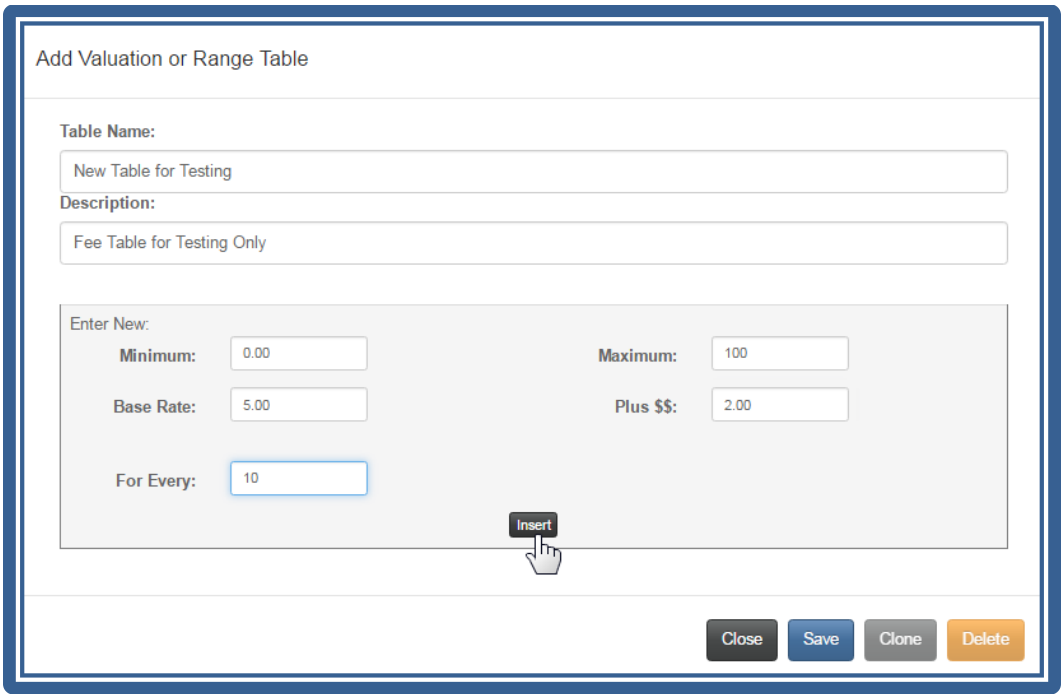
All Rights Reserved







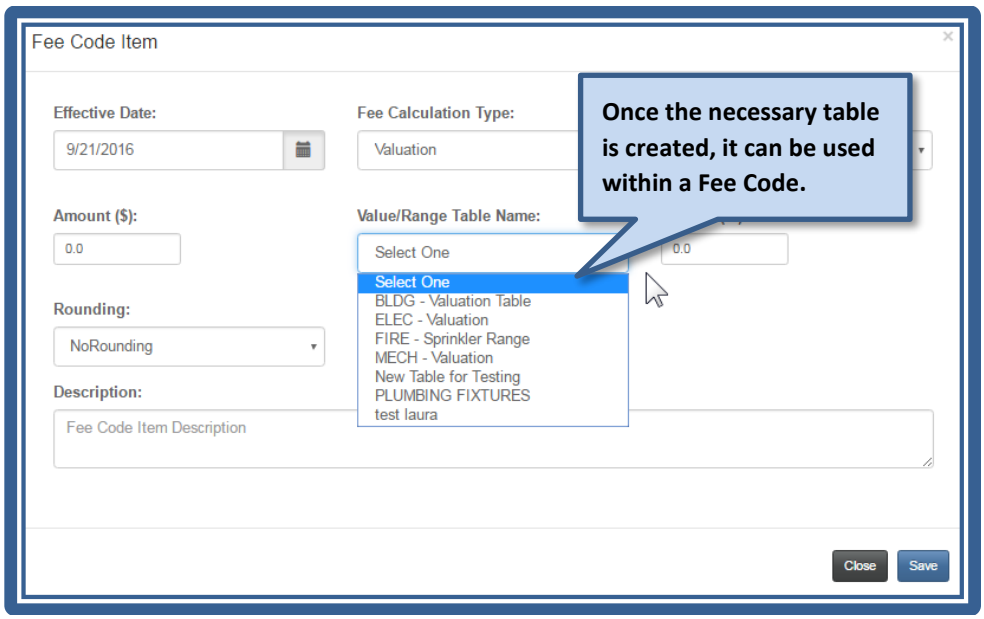
All Rights Reserved



In the above example, if the applicant entered 120 as a quantity for a Work Type with a Fee Code using this table, the fee amount calculated would be: (100 * 5.00) + (2 * 2) = $504.

$5.00 each for the first 100 (equals $500), then for each set of 10 thereafter (there would be 2 sets of 10), it would add $2: ($2 * 2 sets) = $4.

Example of a Fee Code using a Valuation Table

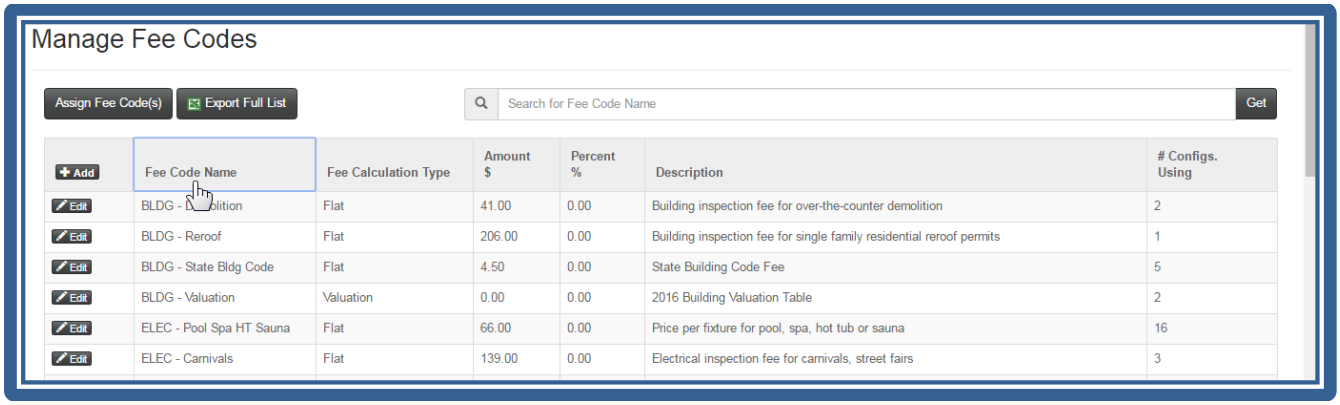


 All Rights Reserved

Fee Codes—Overview

Fees Codes include the following information: Fee Code name, calculation type, dollar amount, valuation and range tables, screen name label in the cart, rounding options, and a brief description. Fee codes are used instead of hard coded calculations to allow ease of modifications and adjustments when necessary.

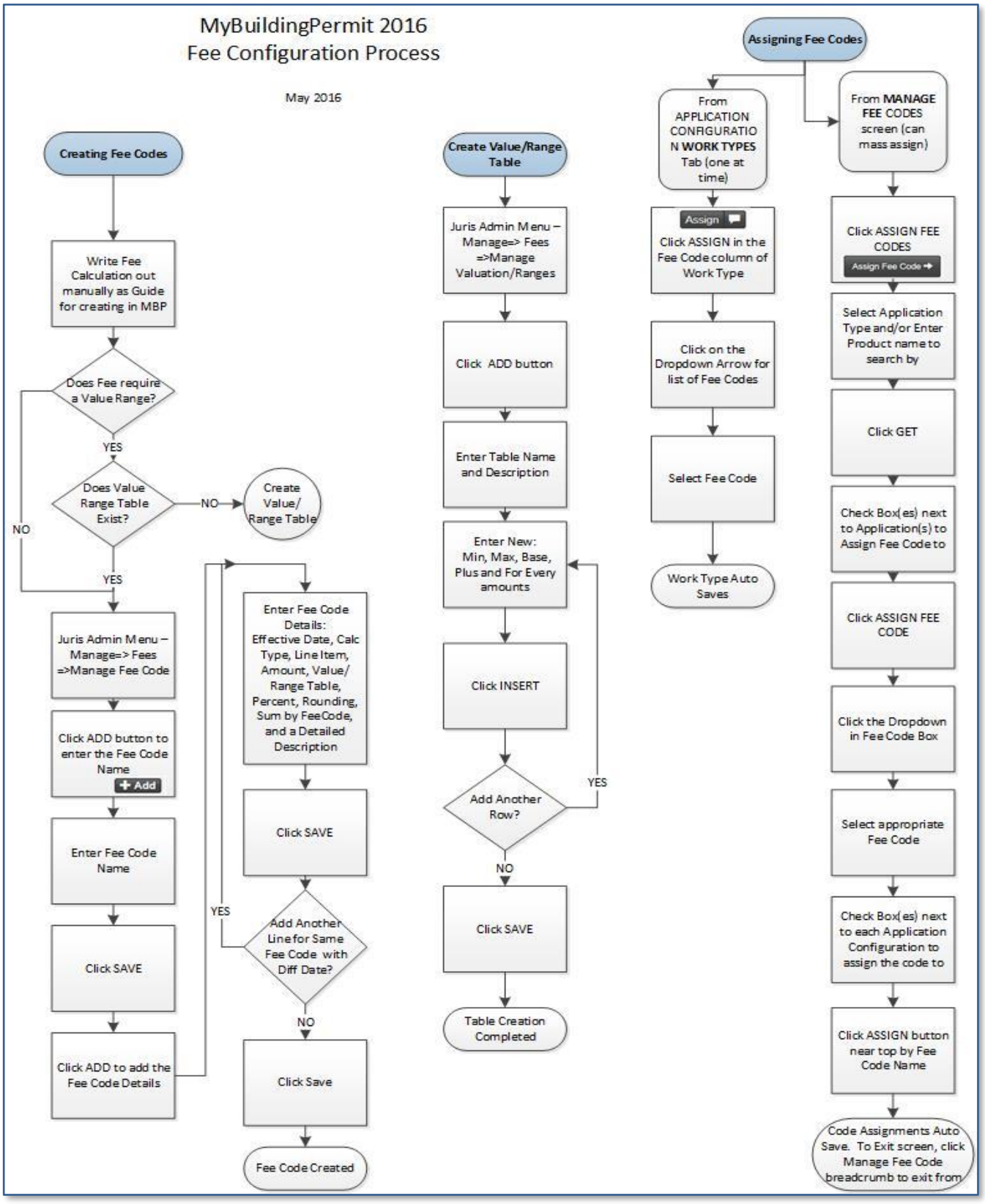
Editing a single fee code will change the amount for every Application Configuration using this fee code. You also set an Effective Date which allows you to create Fee Codes prior to them going into effect. This is especially beneficial when your jurisdiction increases fees at the beginning of a new year or budget cycle.



When creating a Fee Code, it is important to name it with a logical, meaningful name so anyone in your jurisdiction will understand its use. A good naming convention is to have the Application Type plus a description of the fee:

- BLDG-Demolition
- MECH-Heating Valuation
- Permit-Technology Fee
- MECH-8dollars

All Rights Reserved



 All Rights Reserved

Creating and Using Fee Codes

MyBuildingPermit.com uses the Fee Codes, which are named calculations or amounts that could be fixed or based on a Table with a range. ***Only Over-the-Counter (OTC) or Non-Plan Review permits use the Fee Codes***. Plan Review applications will have fees based on jurisdiction backend system fees and generated through an invoice process.

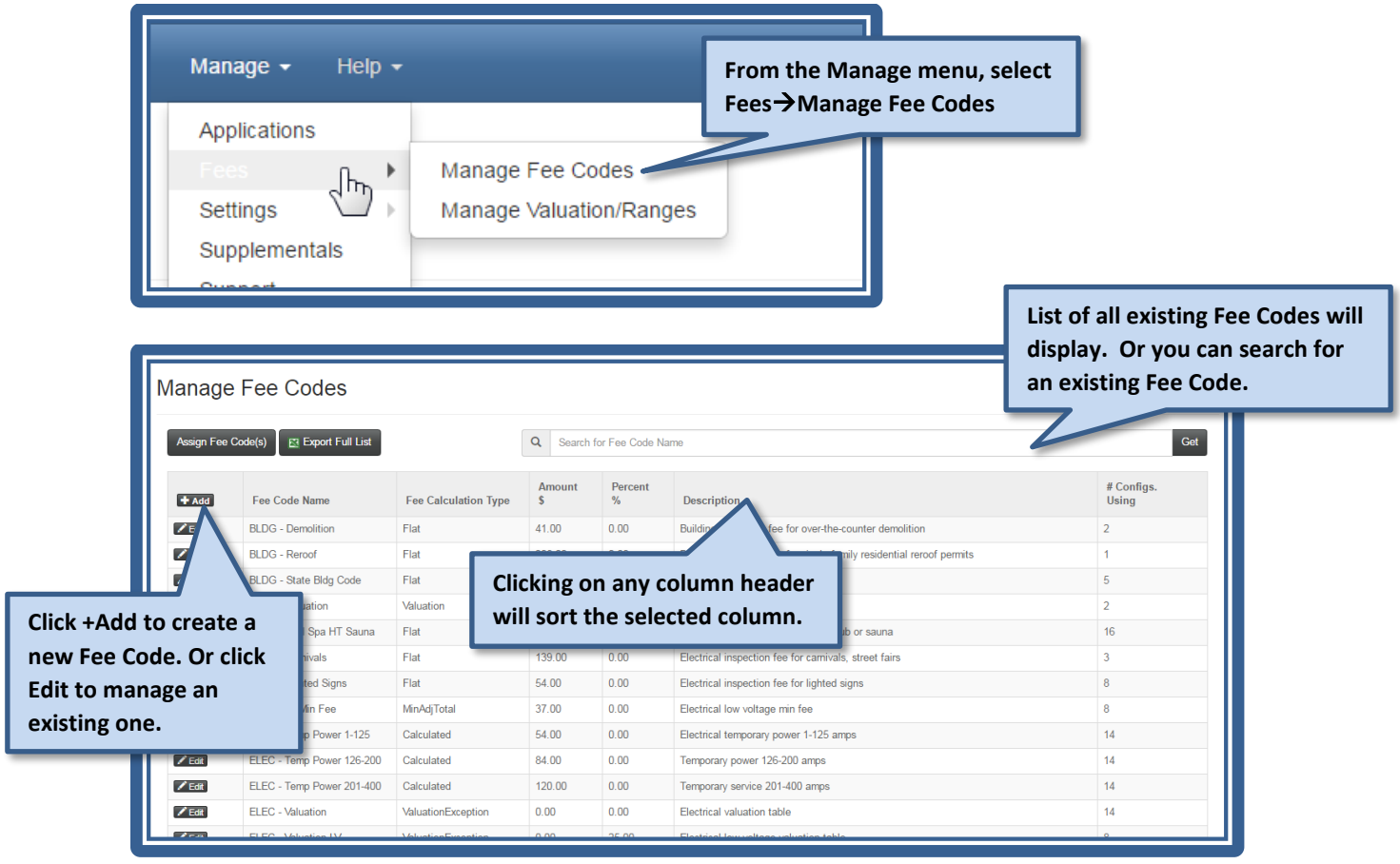
Fee Codes are assigned to Work Types that do ***not*** require Plan Review within an Application Configuration. (see Configuring Applications)

You can assign Fee Codes while configuring your Applications, or from the **MANAGE** Fee Code screens. A single named Fee Code can have multiple calculations, each with a different "Effective Date".

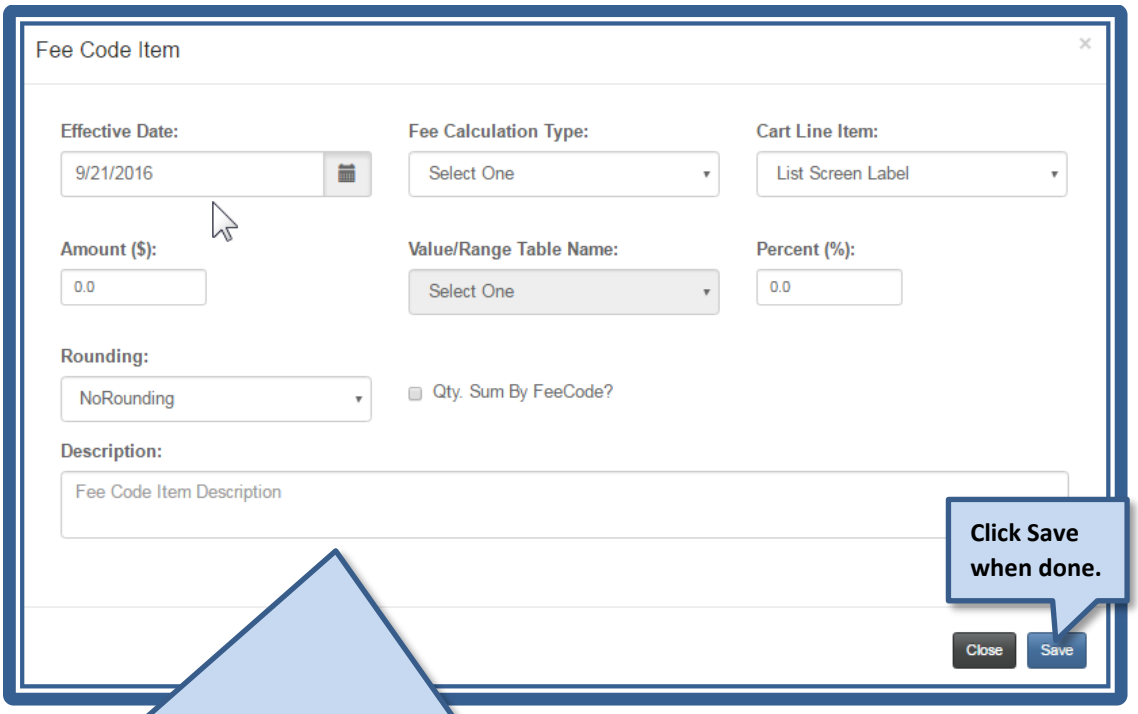
Order for creating Fee related items:

1. Create Valuation/Range Tables (if needed)
2. Create Fee Code (see below)
3. Assign Fee Code to Work Type/SKU

Steps for creating Fee Codes:



All Rights Reserved



Complete the following fields:
Effective Date = You may have more than one calculation or amount in any single Fee Code, each with their own effective date. The Fee Code with the most recent effective date will be used. This allows you to enter effective dates in the future (i.e. for yearly increases in fees).

Calculation Type:

- **Calculated** = Quantity times the dollar amount.
- **Flat** = Fixed fee charged regardless of quantity.
- **Percentage** = Calculates based on a percentage.
- **Range** = Uses the table entered in the Value/Range Table Name to calculate.
- **Valuation** = Uses the table entered in the Value/Range Table Name to calculate.

*Other types of calculations such as **Minimum** and **Maximum Adjusted Amounts** can be created for your jurisdiction if needed.

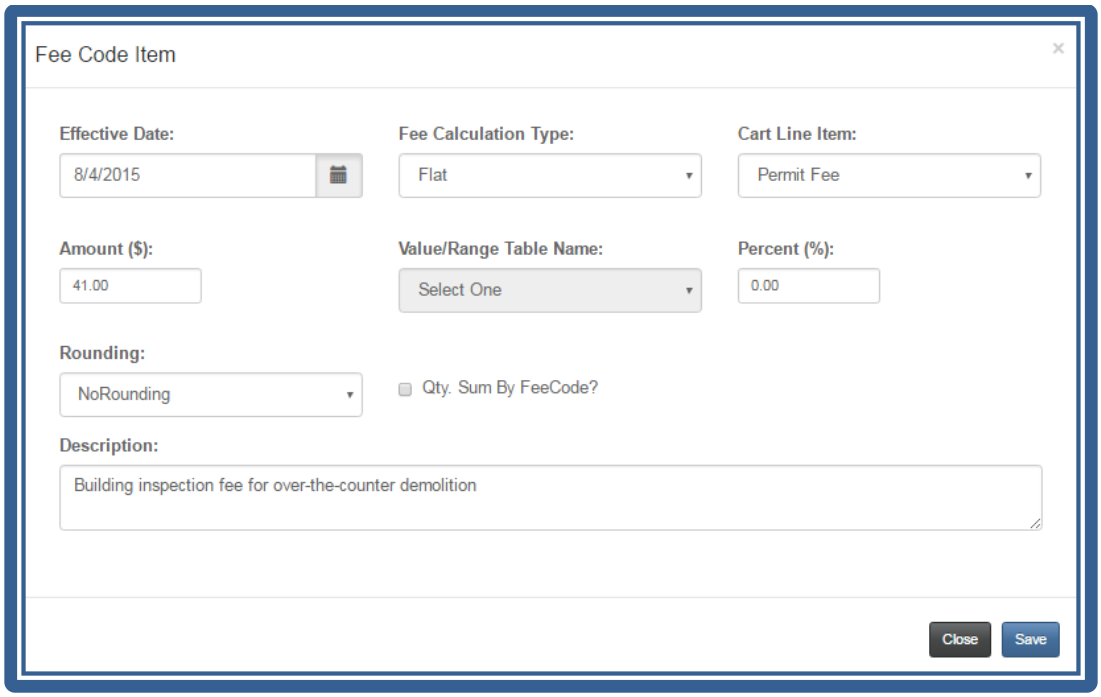
Cart Line Item = Select how the fee will roll up and display in the Cart (based on Fee Calculation Types you have).
Amount ($) = dollar amount for Calculated and Flat calculation types.
Value/Range Table Name = Indicate table to use if Range or Valuation calculation type selected. **Note:** The table needs to be created before the Fee Code can be created.
Percent (%) = Enter percent amount if Percentage calculation type selected.
Rounding = Indicate if you want the calculated amount to be rounded to the nearest cent (2 decimals) or nearest dollar.
Qty Sum by FeeCode? = Select if all items selected by the applicant with this same Fee Code should be counted together and then calculate the fee (i.e. fee applies to the total number of fixtures instead of each individual fixture).
Description = Add a detailed description for the code for reference.

All Rights Reserved

Example of how Fee Codes display as line items in the Cart

☐	Bellevue 450 110TH AVE NE	Building	Building Issuance Fee	1	$7.00	$7.00
			Building Permit Fee	1	$206.00	$206.00
			State Building Code Fee	1	$4.50	$4.50
						Total: $217.50
☐	Kirkland 600 4TH ST Floor: 8 Unit: UNIT 2	uiou Electrical	Electrical Permit Fee	1	$101.05	$101.05
			Electrical Technology Upgrade Fee	1	$3.54	$3.54
						Total: $104.59
☐	Kirkland 1000 8TH ST	Plumbing	Plumbing Permit Fee	1	$63.00	$63.00
			Plumbing Technology Upgrade Fee	1	$2.21	$2.21
						Total: $65.21

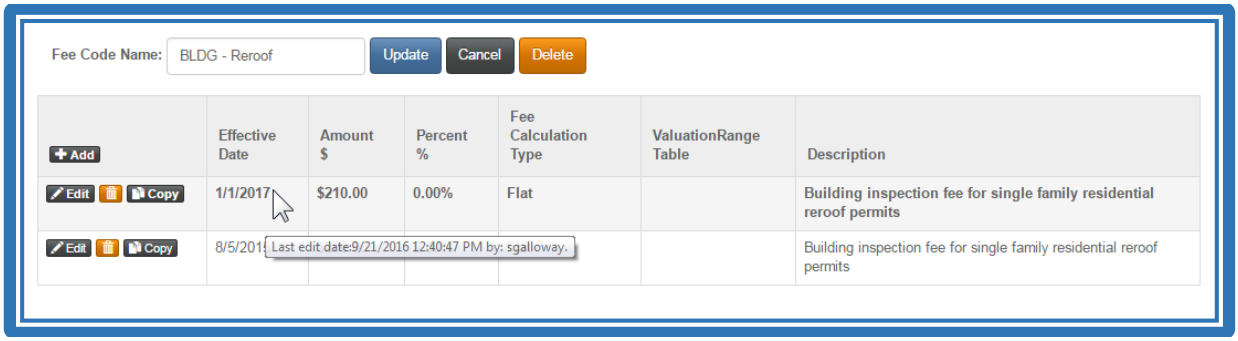
Example of a FLAT Fee calculation – regardless of the quantity the applicant would enter, or the value of the work, any Work Type information entered that has this Fee Code assigned would be charged a flat $41



 All Rights Reserved

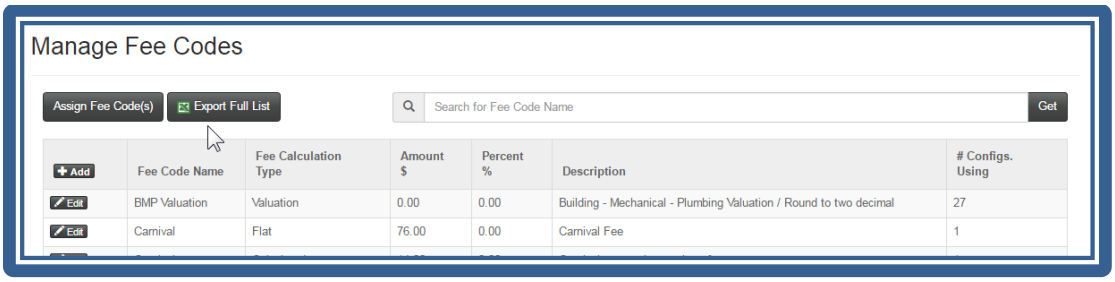
NOTE: Newly updated data will have a darker shading and hovering over that line will display information on who and when it was last edited.

Example of a Fee code with multiple Effective Dates

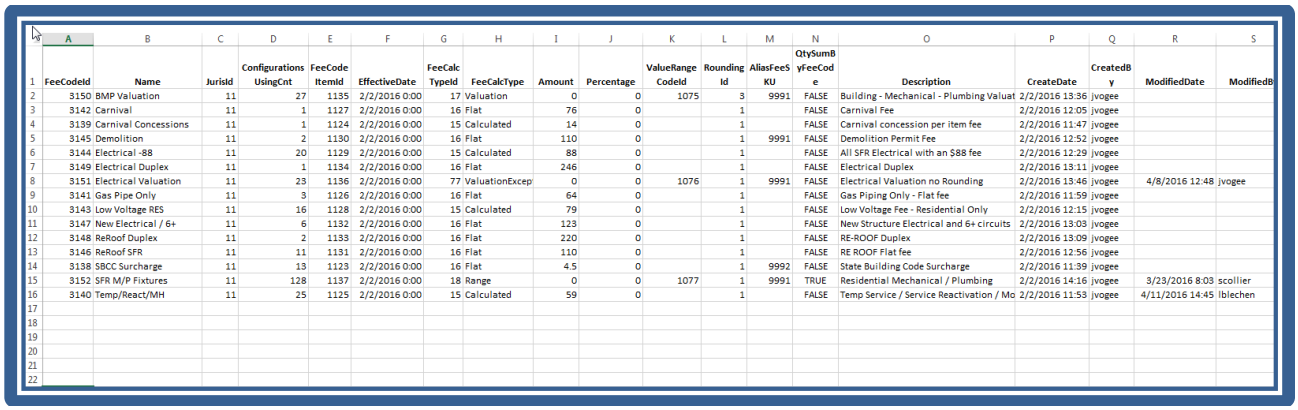


Exporting your Fee Code List

To export a list of your Fee Codes details to an Excel spreadsheet, including the Name, Number of Application Configurations it is assigned to, Effective Date, Calc Type, Amount, etc., use the Export Full List button when you are in the Manage Fee Codes screen.



Example of the Fee Code Export

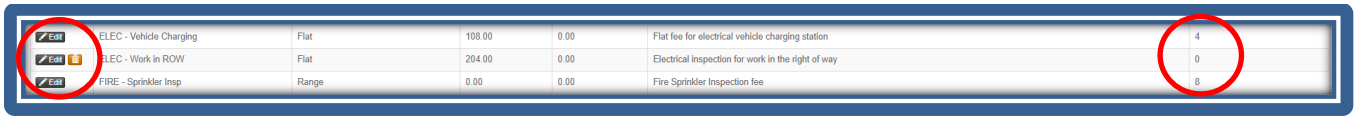


	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
1	FeeCodeId	Name	JurisId	ConfigurationsUsingCnt	FeeCodeItemId	EffectiveDate	FeeCalcTypeId	FeeCalcType	Amount	Percentage	ValueRangeCodeId	RoundingId	AliasFeeSKU	QtySumByFeeCode	Description	CreateDate	CreatedBy	ModifiedDate	ModifiedB
2	3150	BMP Valuation	11	27	1135	2/2/2016 0:00	17	Valuation	0	0	1075	3	9991	FALSE	Building - Mechanical - Plumbing Valuat	2/2/2016 13:36	jvogee		
3	3142	Carnival	11	1	1127	2/2/2016 0:00	16	Flat	76	0		1		FALSE	Carnival Fee	2/2/2016 12:05	jvogee		
4	3139	Carnival Concessions	11	1	1124	2/2/2016 0:00	15	Calculated	14	0		1		FALSE	Carnival concession per item fee	2/2/2016 11:47	jvogee		
5	3145	Demolition	11	2	1130	2/2/2016 0:00	16	Flat	110	0		1	9991	FALSE	Demolition Permit Fee	2/2/2016 12:52	jvogee		
6	3144	Electrical -88	11	20	1129	2/2/2016 0:00	15	Calculated	88	0		1		FALSE	All SFR Electrical with an $88 fee	2/2/2016 12:29	jvogee		
7	3149	Electrical Duplex	11	1	1134	2/2/2016 0:00	16	Flat	246	0		1		FALSE	Electrical Duplex	2/2/2016 13:11	jvogee		
8	3151	Electrical Valuation	11	23	1136	2/2/2016 0:00	77	ValuationExcep	0	0	1076	1	9991	FALSE	Electrical Valuation no Rounding	2/2/2016 13:46	jvogee	4/8/2016 12:48	jvogee
9	3141	Gas Pipe Only	11	3	1126	2/2/2016 0:00	16	Flat	64	0		1		FALSE	Gas Piping Only - Flat fee	2/2/2016 11:59	jvogee		
10	3143	Low Voltage RES	11	16	1128	2/2/2016 0:00	15	Calculated	79	0		1		FALSE	Low Voltage Fee - Residential Only	2/2/2016 12:15	jvogee		
11	3147	New Electrical / 6+	11	6	1132	2/2/2016 0:00	16	Flat	123	0		1		FALSE	New Structure Electrical and 6+ circuits	2/2/2016 13:03	jvogee		
12	3148	ReRoof Duplex	11	2	1133	2/2/2016 0:00	16	Flat	220	0		1		FALSE	RE-ROOF Duplex	2/2/2016 13:09	jvogee		
13	3146	ReRoof SFR	11	11	1131	2/2/2016 0:00	16	Flat	110	0		1		FALSE	RE ROOF Flat fee	2/2/2016 12:56	jvogee		
14	3138	SBCC Surcharge	11	13	1123	2/2/2016 0:00	16	Flat	4.5	0		1	9992	FALSE	State Building Code Surcharge	2/2/2016 11:39	jvogee		
15	3152	SFR M/P Fixtures	11	128	1137	2/2/2016 0:00	18	Range	0	0	1077	1	9991	TRUE	Residential Mechanical / Plumbing	2/2/2016 14:16	jvogee	3/23/2016 8:03	scollier
16	3140	Temp/React/MH	11	25	1125	2/2/2016 0:00	15	Calculated	59	0		1		FALSE	Temp Service / Service Reactivation / Mo	2/2/2016 11:53	jvogee	4/11/2016 14:45	lblechen
17																			
18																			
19																			
20																			
21																			
22																			

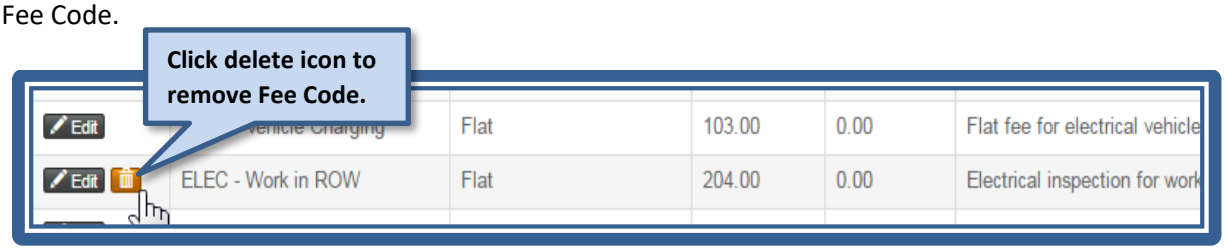
All Rights Reserved

Deleting Fee Codes

The Fee Code *cannot* be deleted if it is assigned to any Work Types/SKU's (as noted in the # Configs. Using column). You must remove the Fee Code from all application configurations *before* an option to delete the Fee Code will be available.



Once a Fee Code shows '0' under # Configs. Using column, a delete icon will appear next to the Edit button on the Fee Code.



Assigning Fee Codes

After the Fee Codes are created, they need to be ***assigned*** to Work Types/SKU's in the Application Configuration.

There are two ways to get into the ASSIGN FEE CODE functionality:

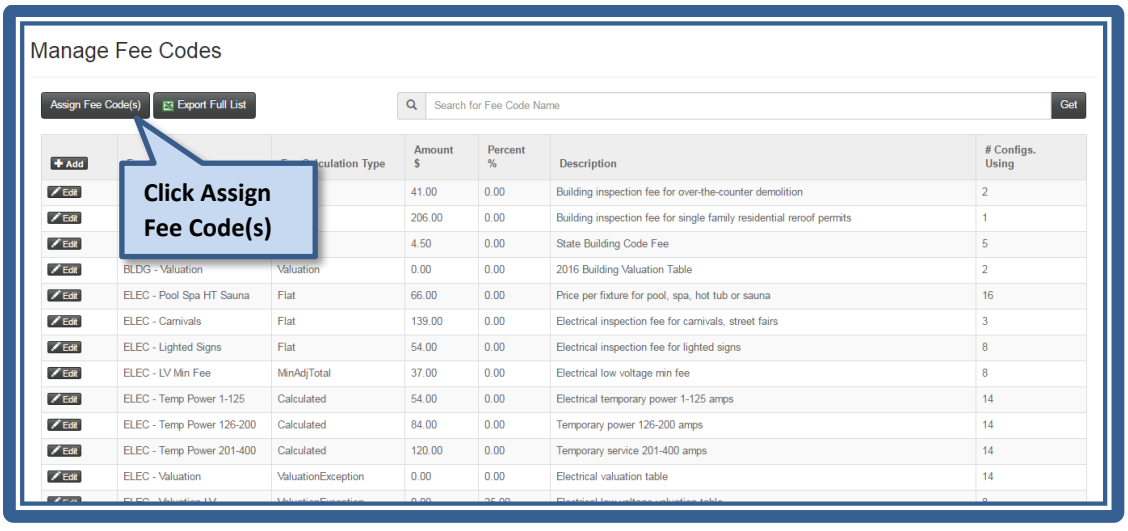
1. **MANAGE**=> Fees=>Manage Fee Codes then click the **ASSIGN FEE CODES** button.

Or

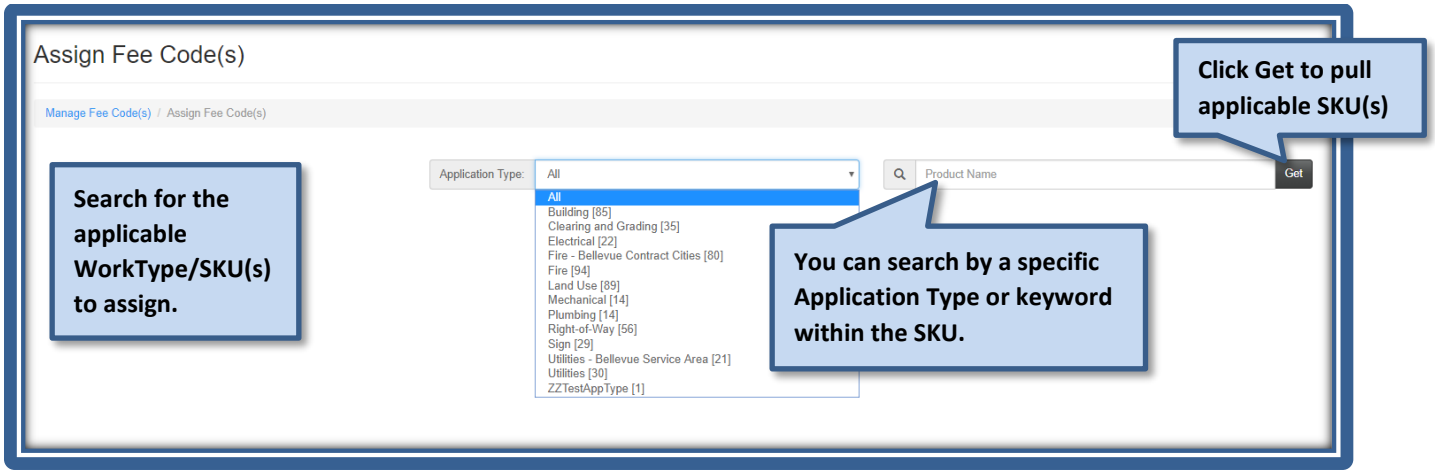
2. When Configuring the Application, Work Types Tab, use the **ASSIGN** button in the Fee Code column.

Option #1:

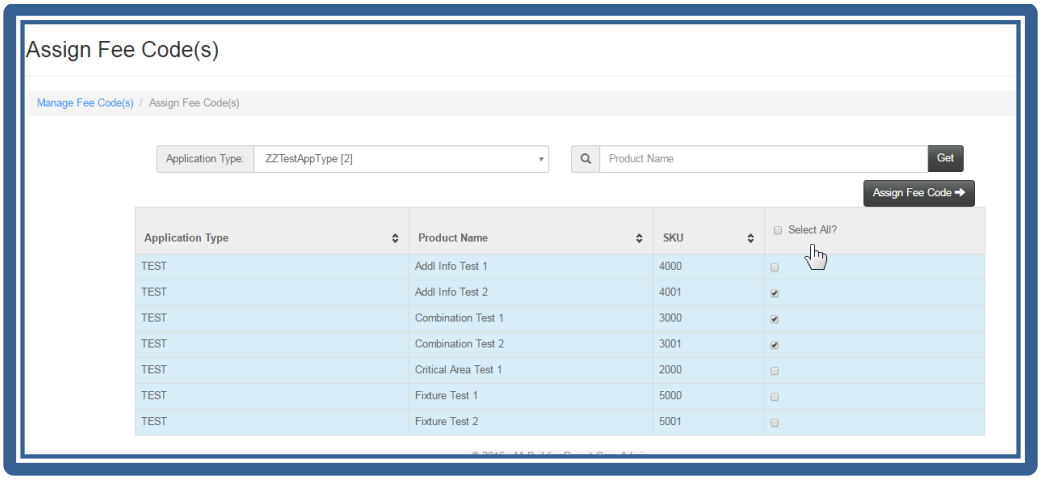
From the MANAGE→Fees→Manage Fee Codes



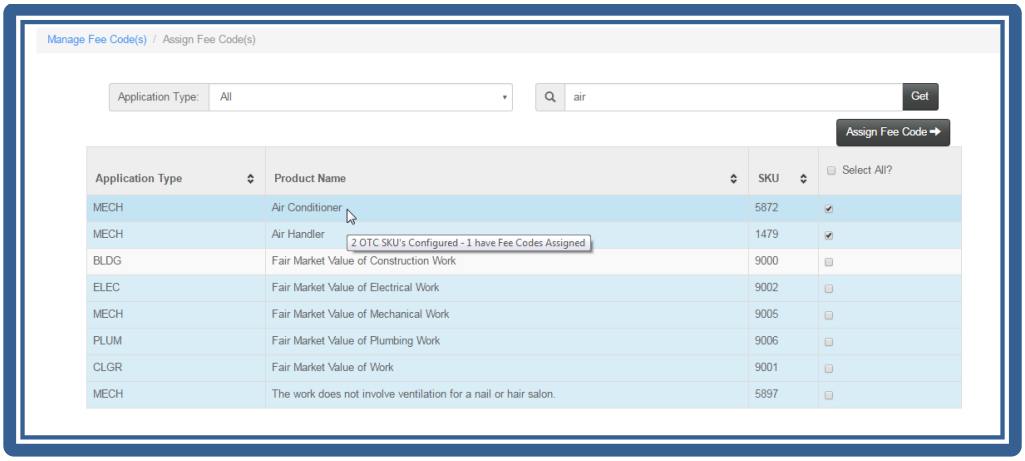
 All Rights Reserved



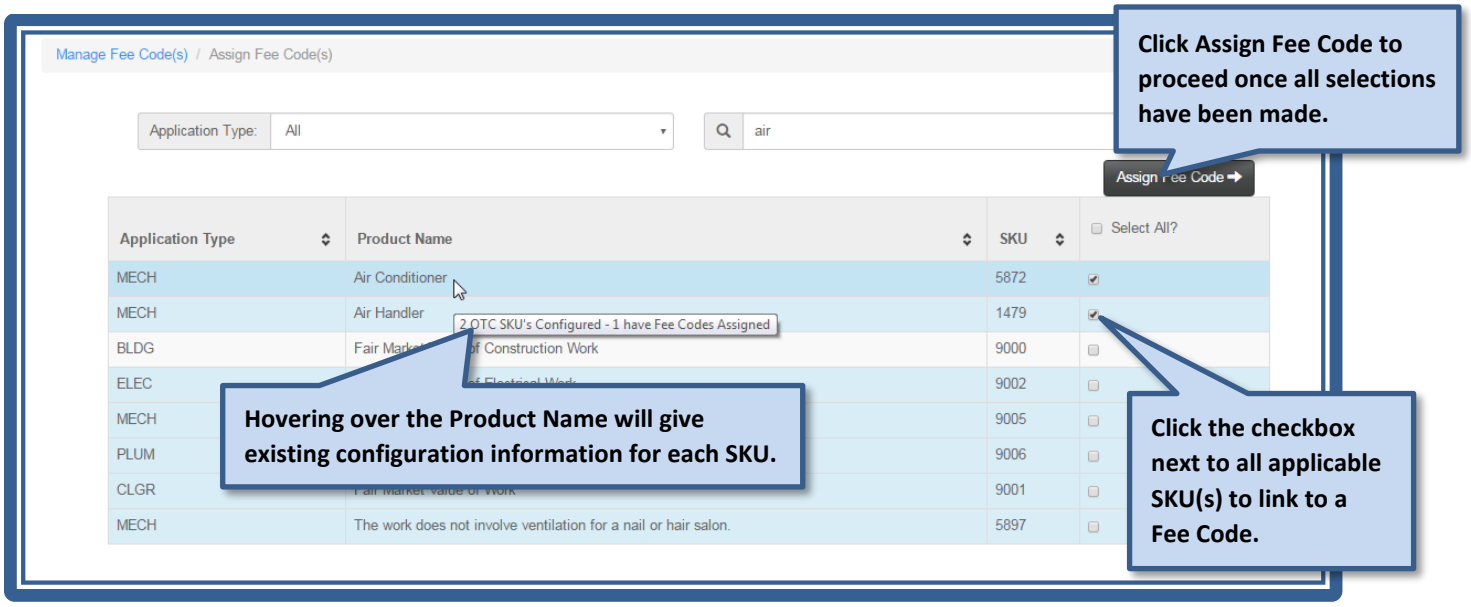
Example of a completed search by Application Type:



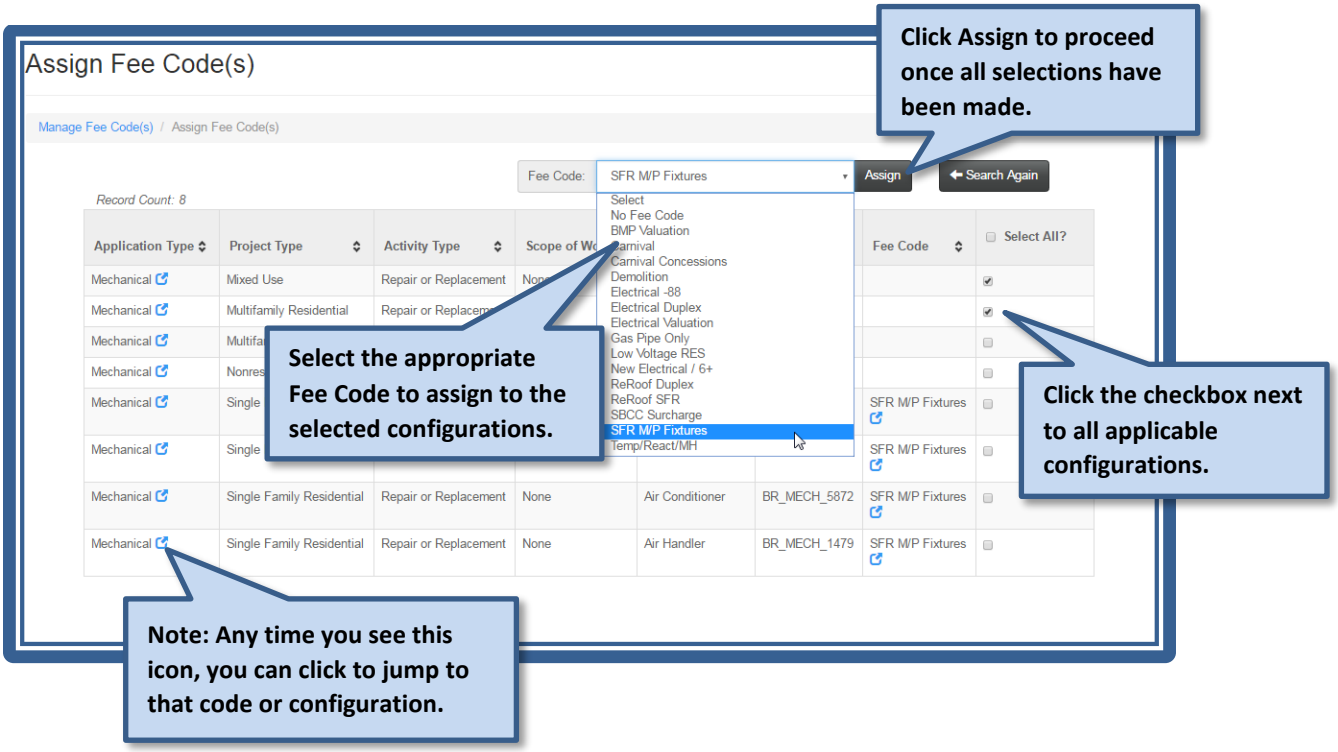
Example of a completed search by a Keyword



 All Rights Reserved



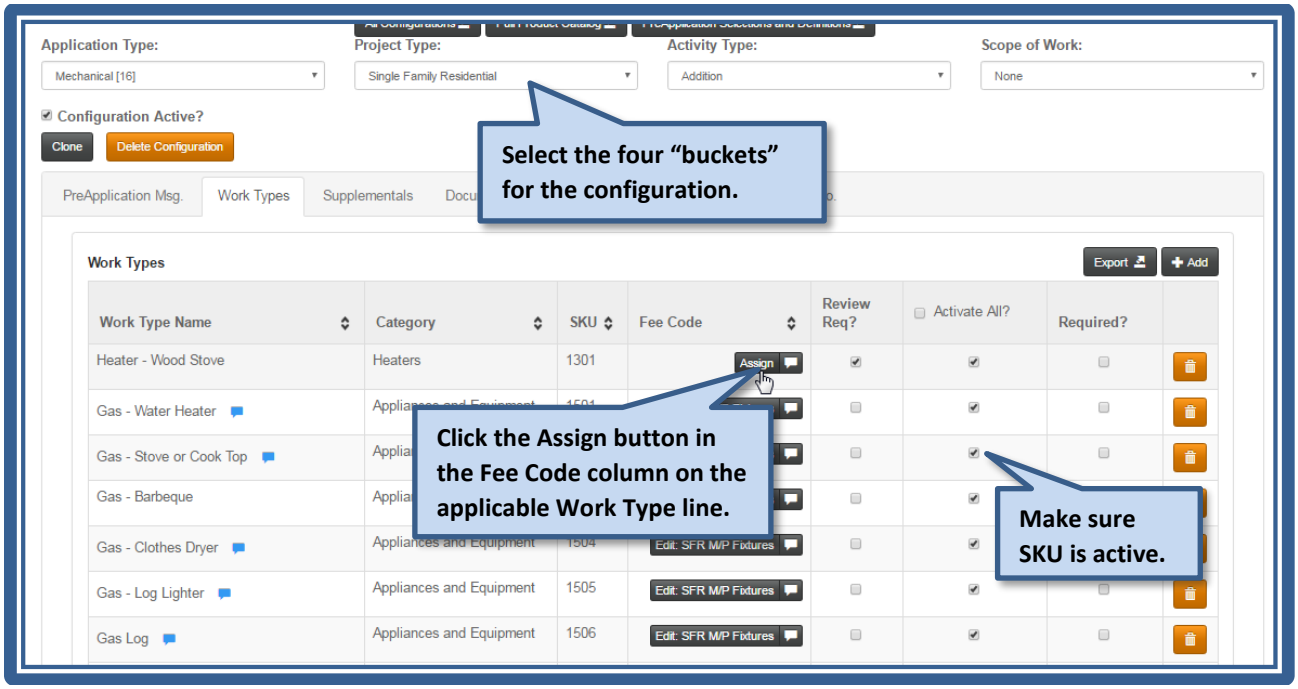
After clicking the Assign Fee Code button, a listing of all configurations containing those previously selected SKU(s) will appear:

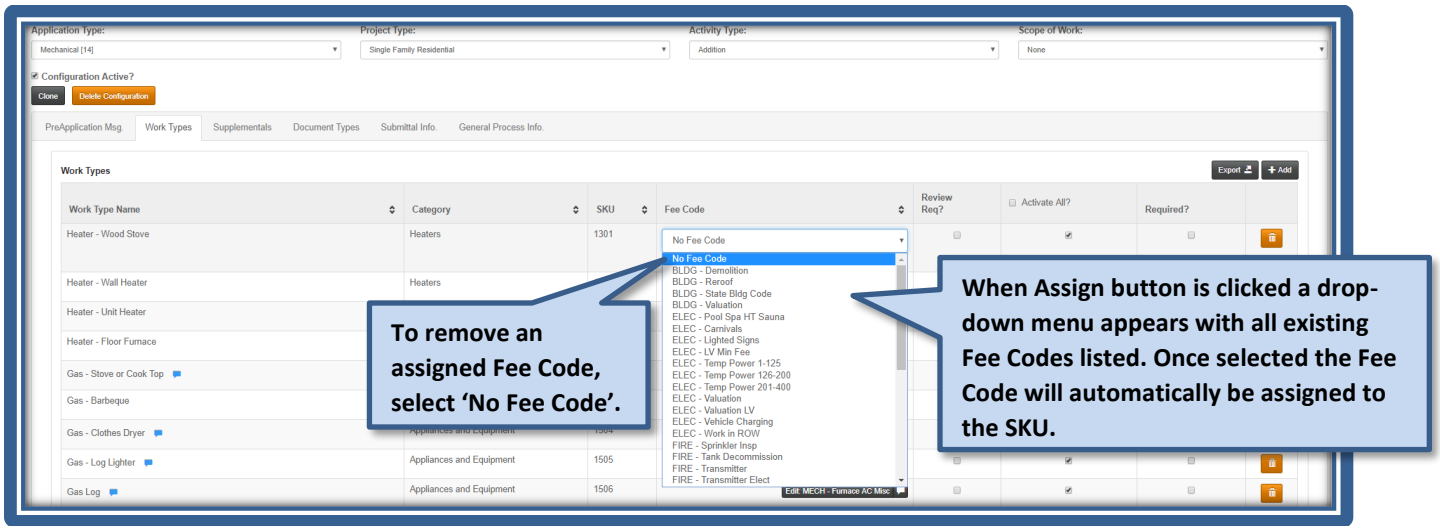


NOTE: To **remove** a fee code, follow the same steps above but select 'No Fee Code' from the Fee Code drop-down list.

 All Rights Reserved

Option #2
From the **MANAGE**→ Applications





REMINDER: Only **Over-the-Counter** permits need Fee Codes assigned – Plan Review fees will come from your backend system when you invoice.

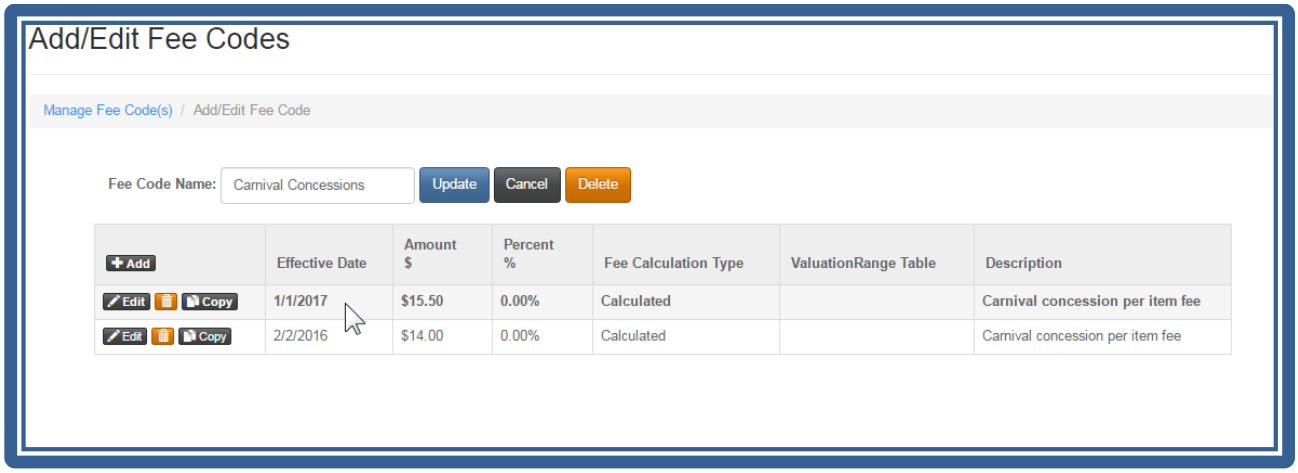
All Rights Reserved

Fee Maintenance—Increases, New Fees

When your jurisdiction increases, changes, or adds new fees, you can create the codes and add them to your SKU's/Work Types ahead of time by setting the Effective Date to the appropriate future date (for instance 1/1/2018). You may also copy/clone Valuation/Range Tables and update the amounts – be sure to give the updated table a new descriptive name and reference it in the appropriate Fee Codes.

Adding a new FEE Code with future expiration date – you can copy an existing Fee Code, change the Effective Date to the future date and enter the new Amount. Anywhere this code is used, the new Amount will be in effect as soon as the Effective Date occurs.

Example of a Fee Code with two separate Effective Dates



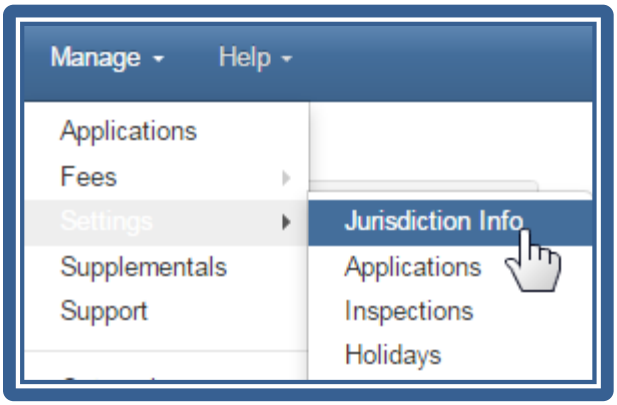
NOTE: If you've created a new Valuation/Range Table that will be used with your new Fee Code, be sure to change the Table Name in the Fee Code setup as well.

If fees are "hardcoded" or have special handling (such as complex electrical permit fees) send your new fee amounts to the MBP Support/Business Analyst to update. They will need to have a developer update the fees and you will need to thoroughly test in the Staging system before they will be entered into production.

All Rights Reserved

Managing Jurisdiction Information

Settings



Jurisdictions have the ability to setup and edit specific information form the **MANAGE→**Settings menu on the Jurisdiction Admin site.

Jurisdiction Info – Website link, Contact Email, Credit Card limit, if Local Business License is required, if Business License Expiration Dates is Required, and if you are active MBP and show in the Jurisdiction list.

Applications – setting for which types of Permit/Applications you offer and which will accept Plan Review applications, and if you OPT Out of any types with a message displayed.

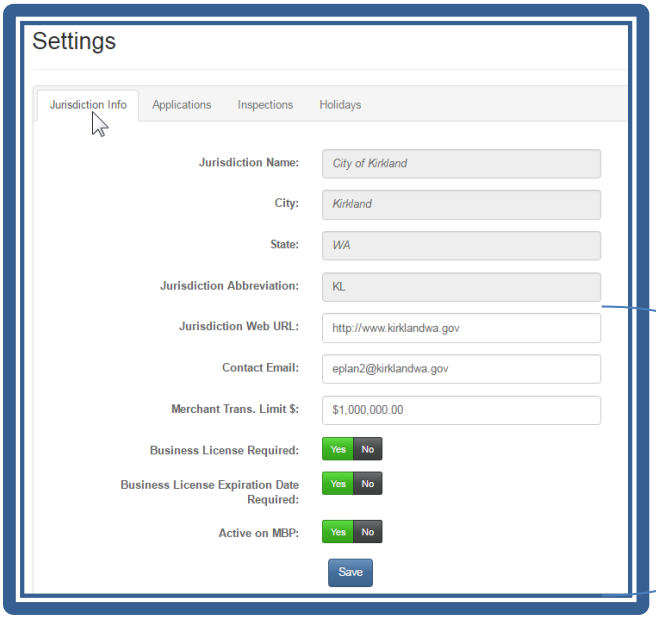
Inspections – If you accept AM/PM inspection times, if the times come from the interface with the jurisdiction's backend system, and the message displayed on the Inspections site.

Holidays – Set holiday schedule for inspection scheduling site. For non-integrated jurisdictions' use only.

Registered Basics – If your jurisdiction accepts registered basic plans, this is where you set specific criteria for the plans.

Jurisdiction Info

Control information specific to your jurisdiction through this tab:



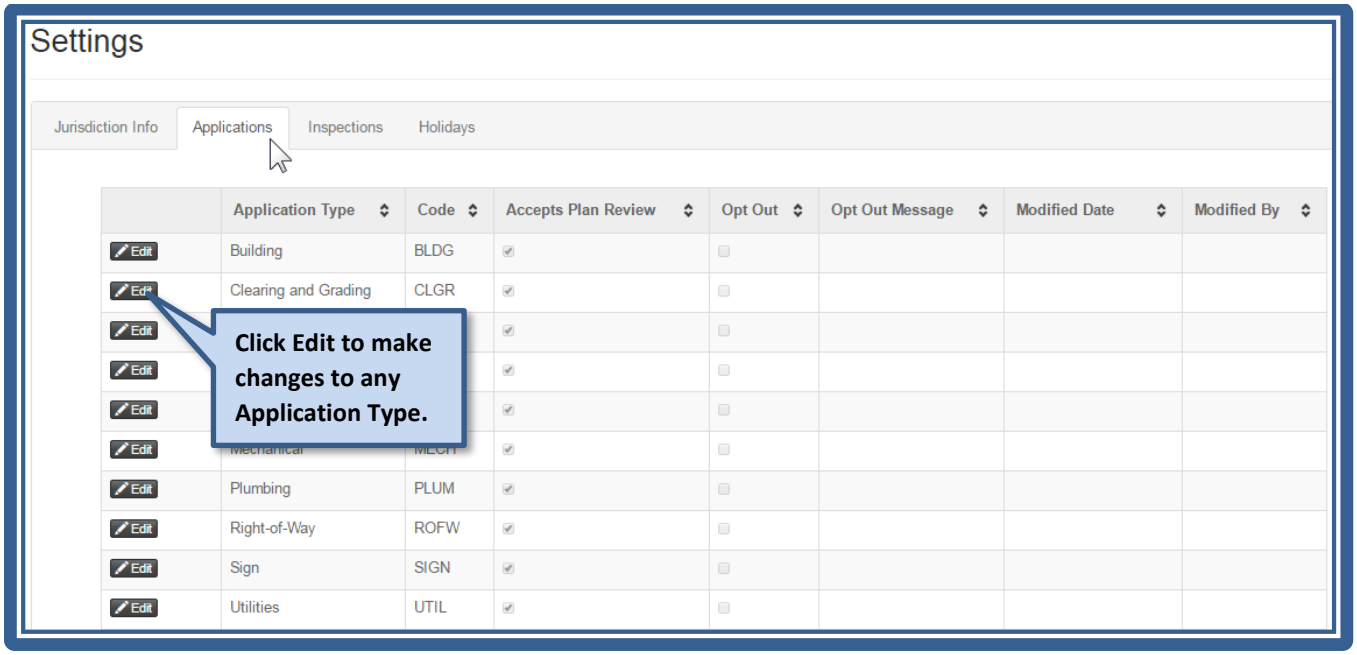
These are the only fields that can be modified: Jurisdiction URL; Contact Email; Transaction Limit.

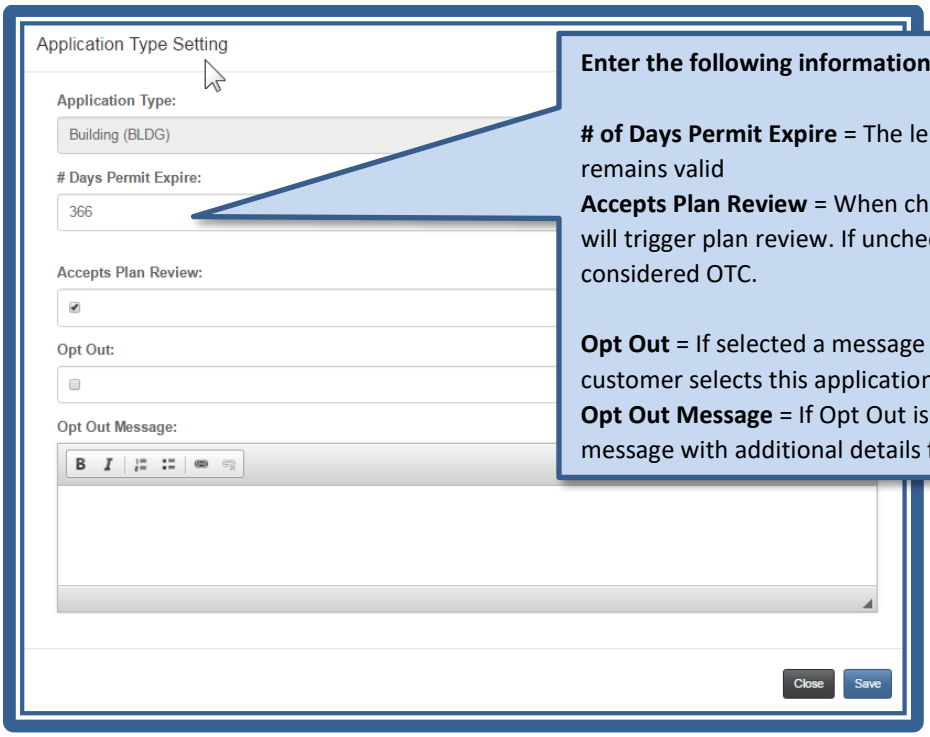
You can also set business license requirements and if your jurisdiction is active on MBP.

All Rights Reserved

Applications

List of Application Types currently offered at your jurisdiction. Determines if application requires plan review or not.





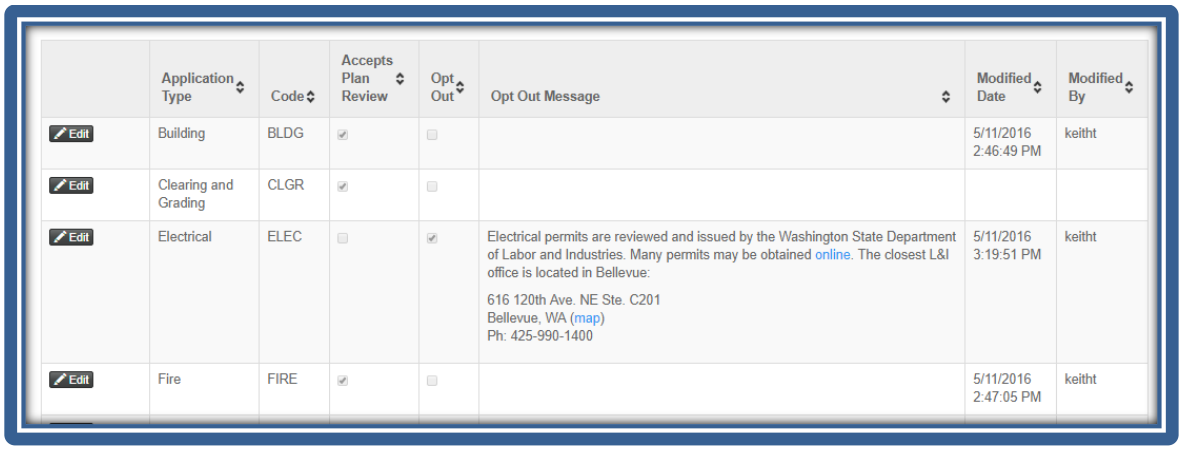
Enter the following information:

# of Days Permit Expire = The length of time a permit remains valid
Accepts Plan Review = When checked, the application will trigger plan review. If unchecked, application will be considered OTC.

Opt Out = If selected a message will appear when customer selects this application type when applying.
Opt Out Message = If Opt Out is selected, enter a message with additional details for the customer.

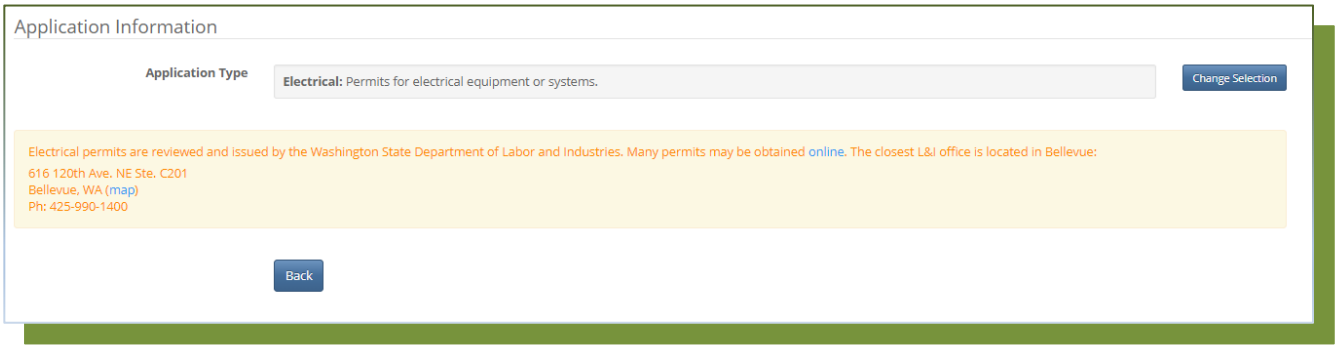
All Rights Reserved

Example of an Opt Out message in Jurisdiction Settings:

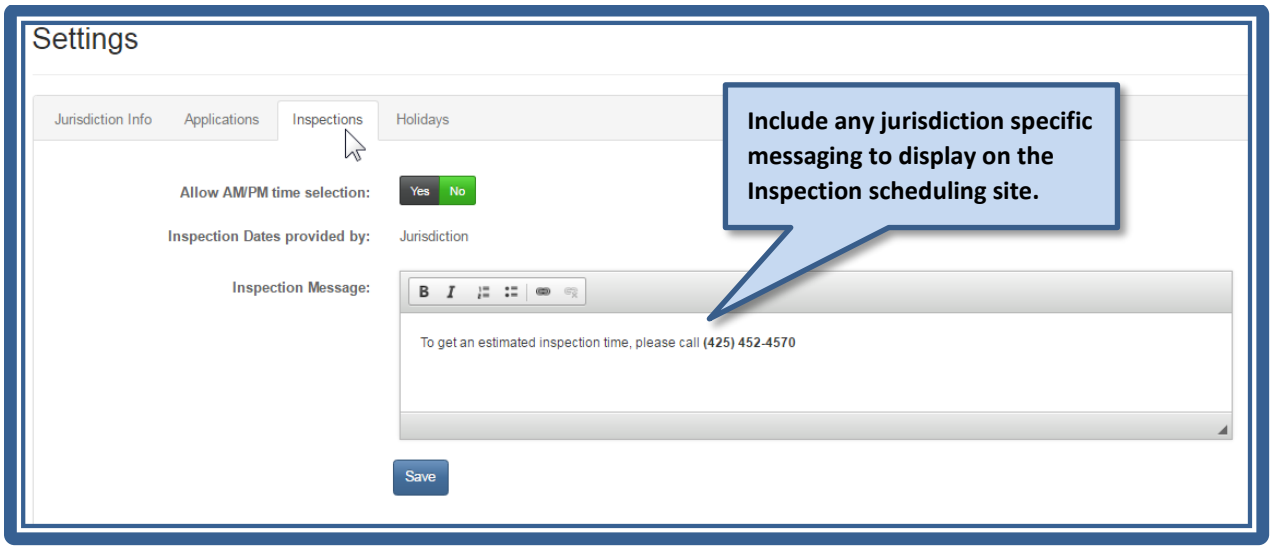


	Application Type	Code	Accepts Plan Review	Opt Out	Opt Out Message	Modified Date	Modified By
Edit	Building	BLDG	☑	☐		5/11/2016 2:46:49 PM	keitht
Edit	Clearing and Grading	CLGR	☑	☐			
Edit	Electrical	ELEC	☐	☑	Electrical permits are reviewed and issued by the Washington State Department of Labor and Industries. Many permits may be obtained online. The closest L&I office is located in Bellevue: 616 120th Ave. NE Ste. C201 Bellevue, WA (map) Ph: 425-990-1400	5/11/2016 3:19:51 PM	keitht
Edit	Fire	FIRE	☑	☐		5/11/2016 2:47:05 PM	keitht

Example of an Opt Out message as displayed to customer:

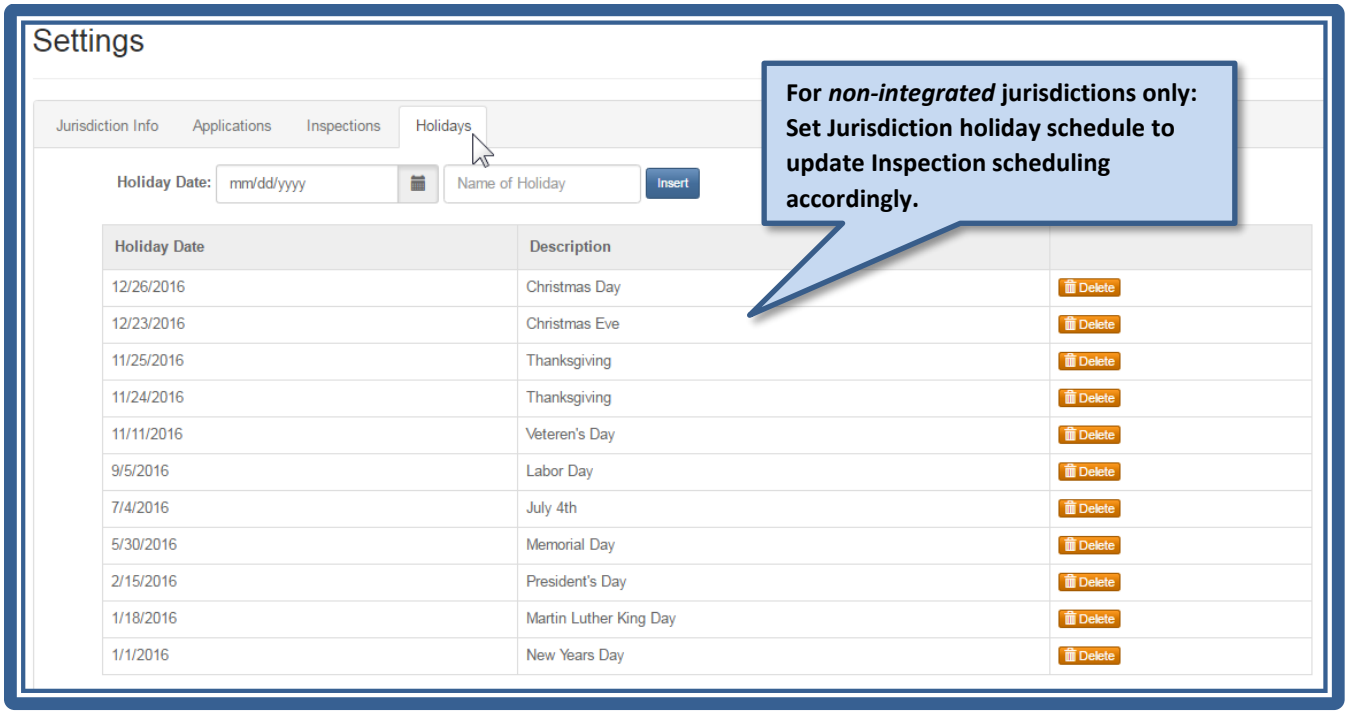


Inspections—Messaging

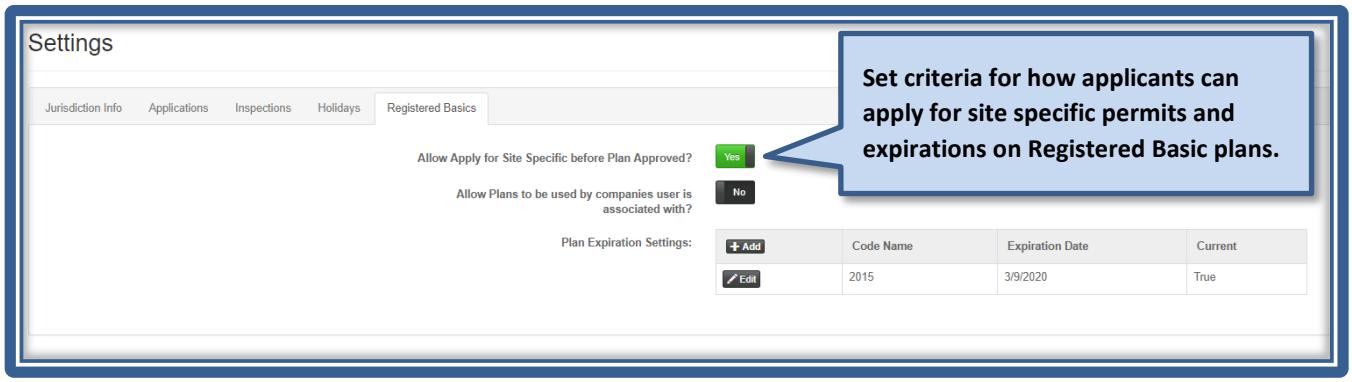


 All Rights Reserved

Holidays—Non-integrated Jurisdictions Only



Registered Basics



 All Rights Reserved

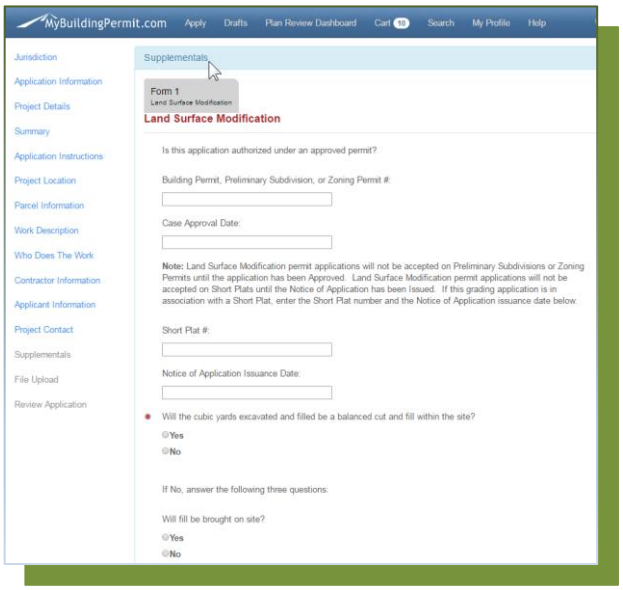
Managing Supplementals

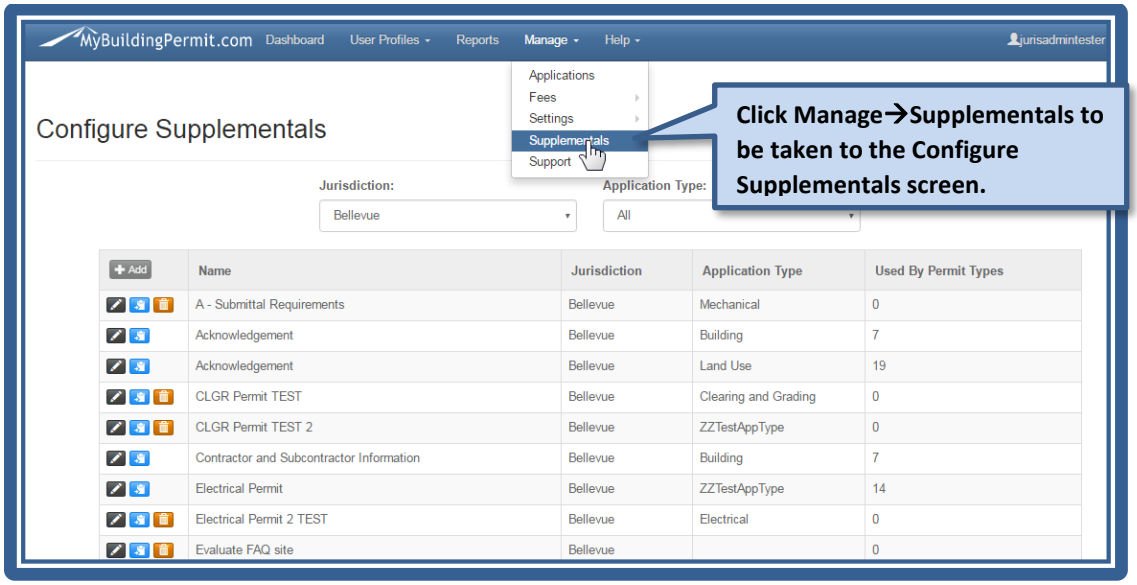
Creating New Questionnaires

Supplementals are a way a jurisdiction can request additional information or provide more detail to an applicant on Plan Review applications. Supplementals have to be created first in the Jurisdiction Admin **MANAGE**→Supplementals menu, then assigned to an Application Configuration.

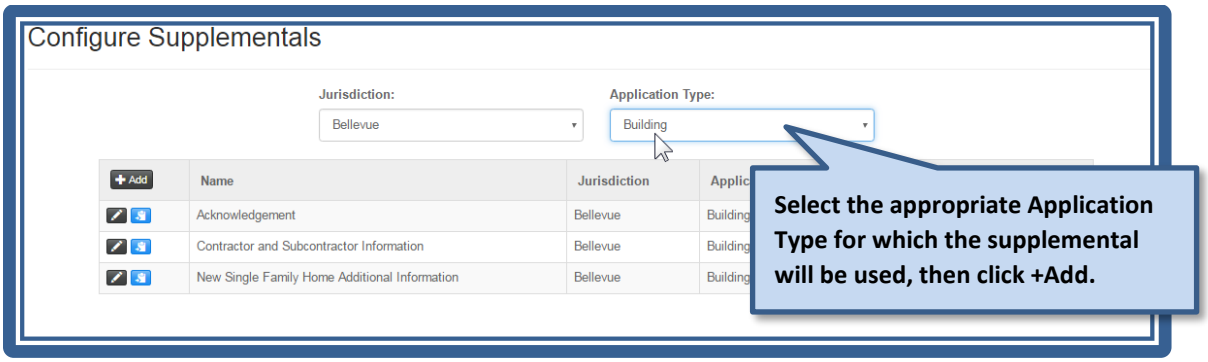
Questions within the Supplemental can have different types of answers, be set as required to be completed, put in specific order, and also contain hyperlinks.

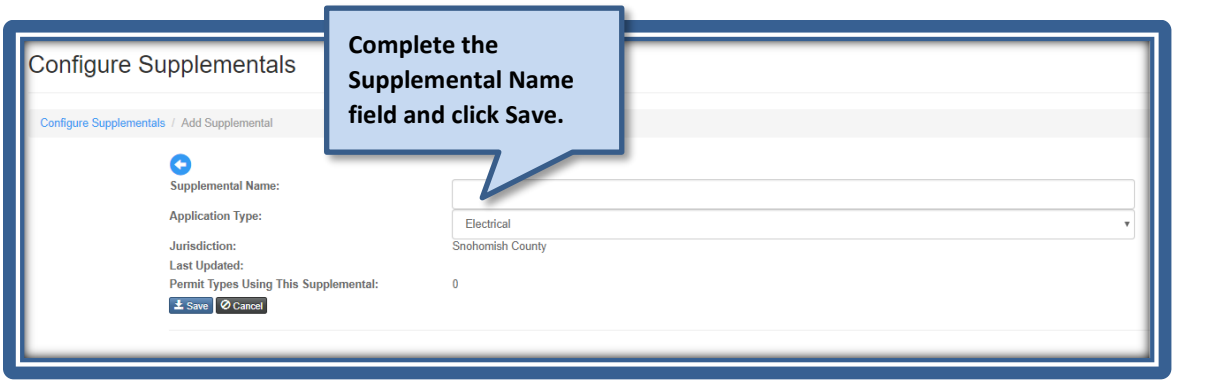
Example of a Customer Application Supplemental view

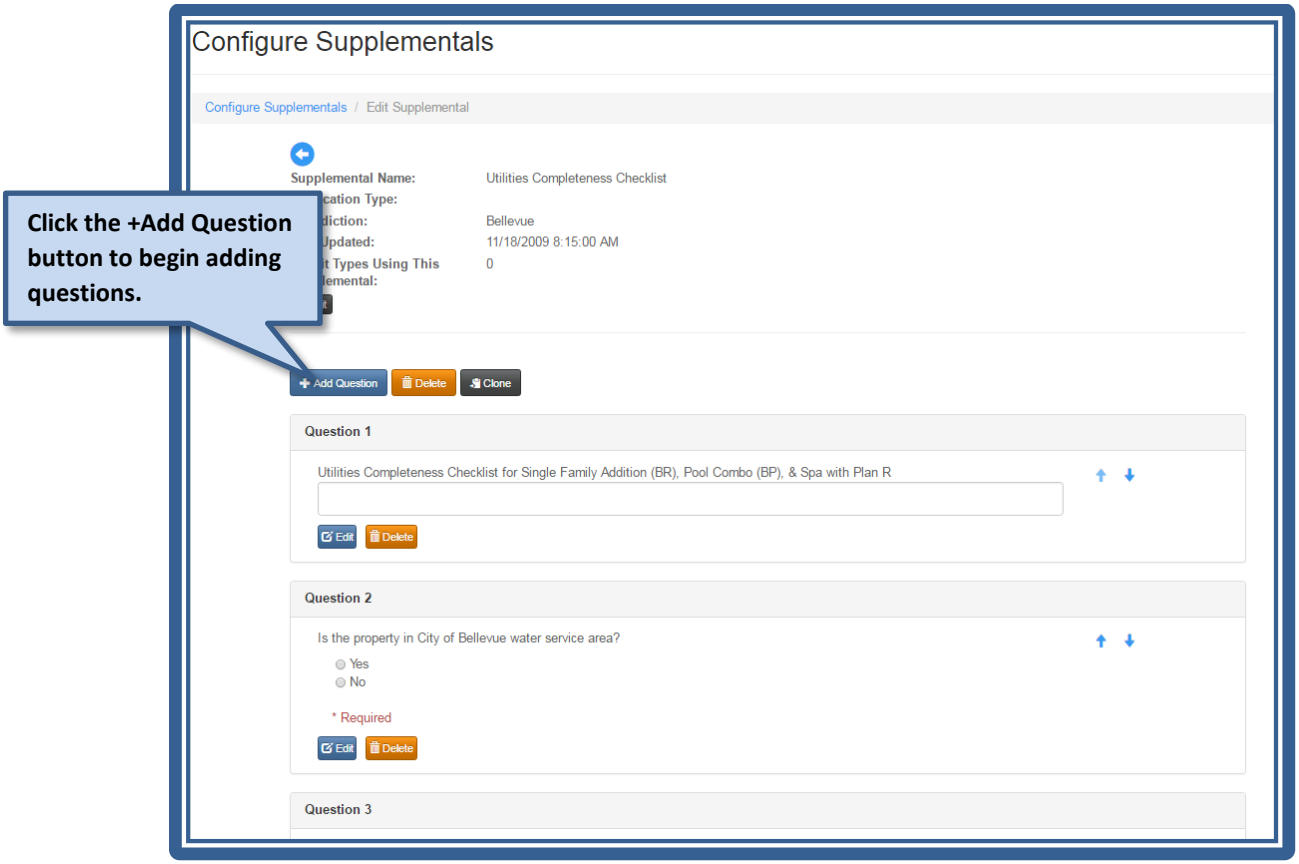




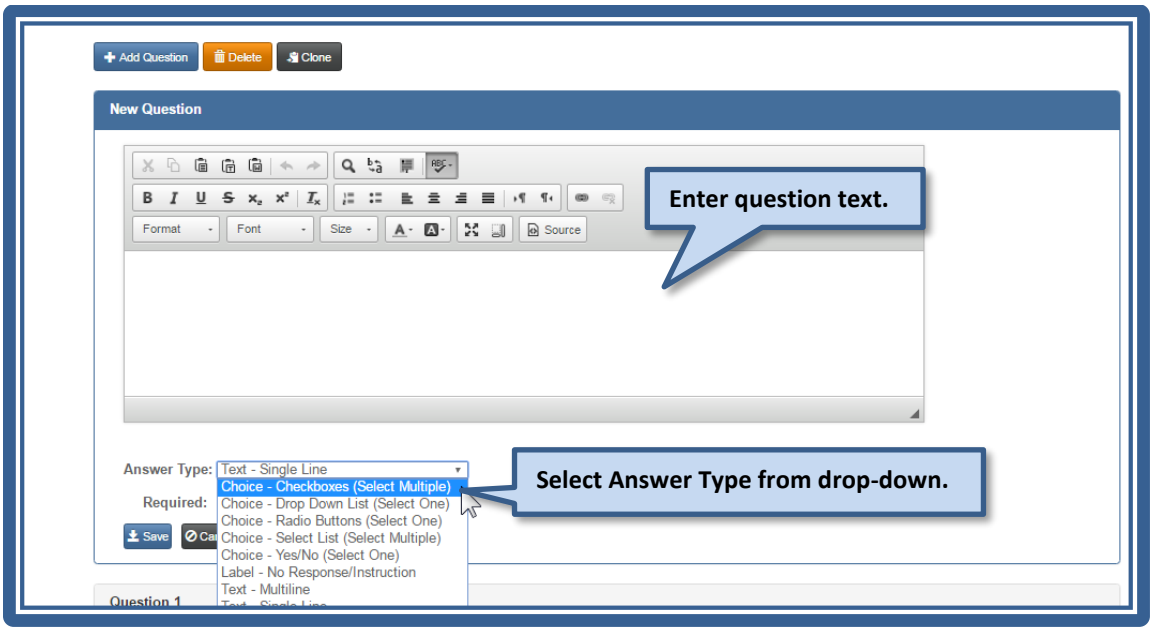
All Rights Reserved

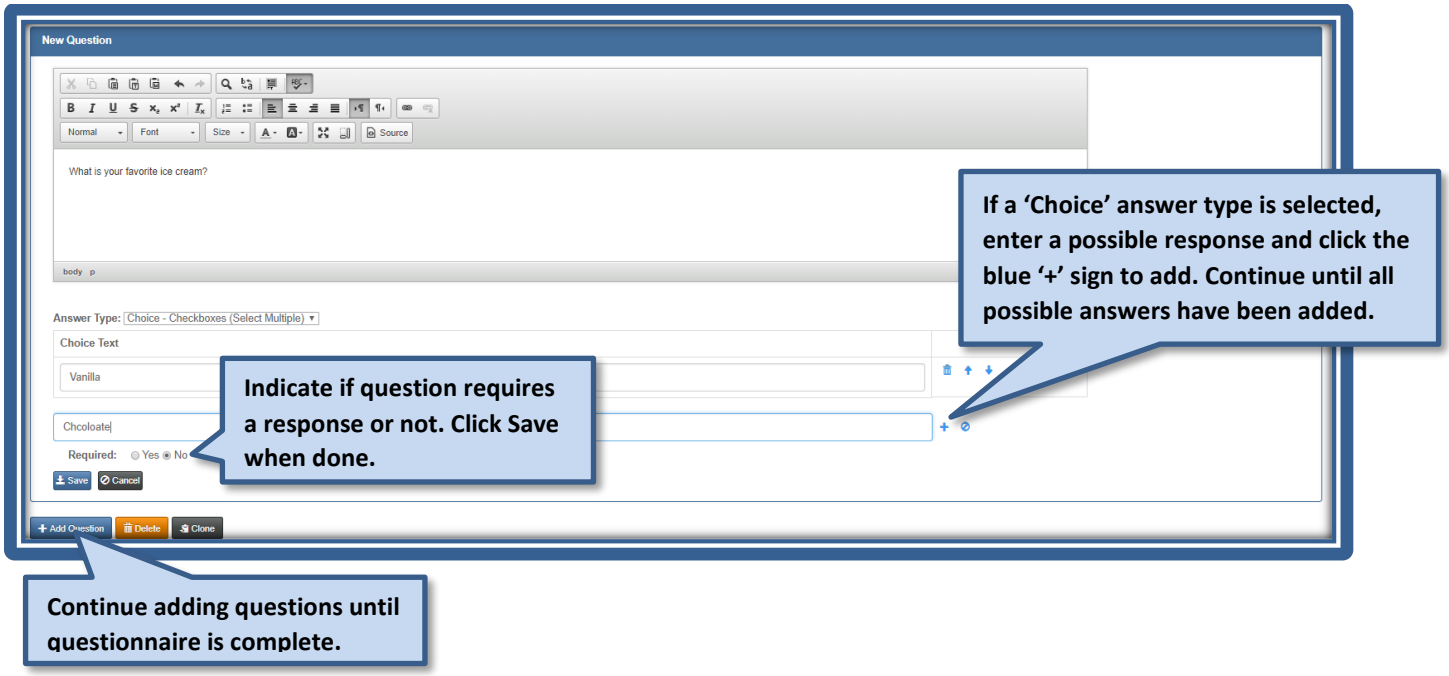






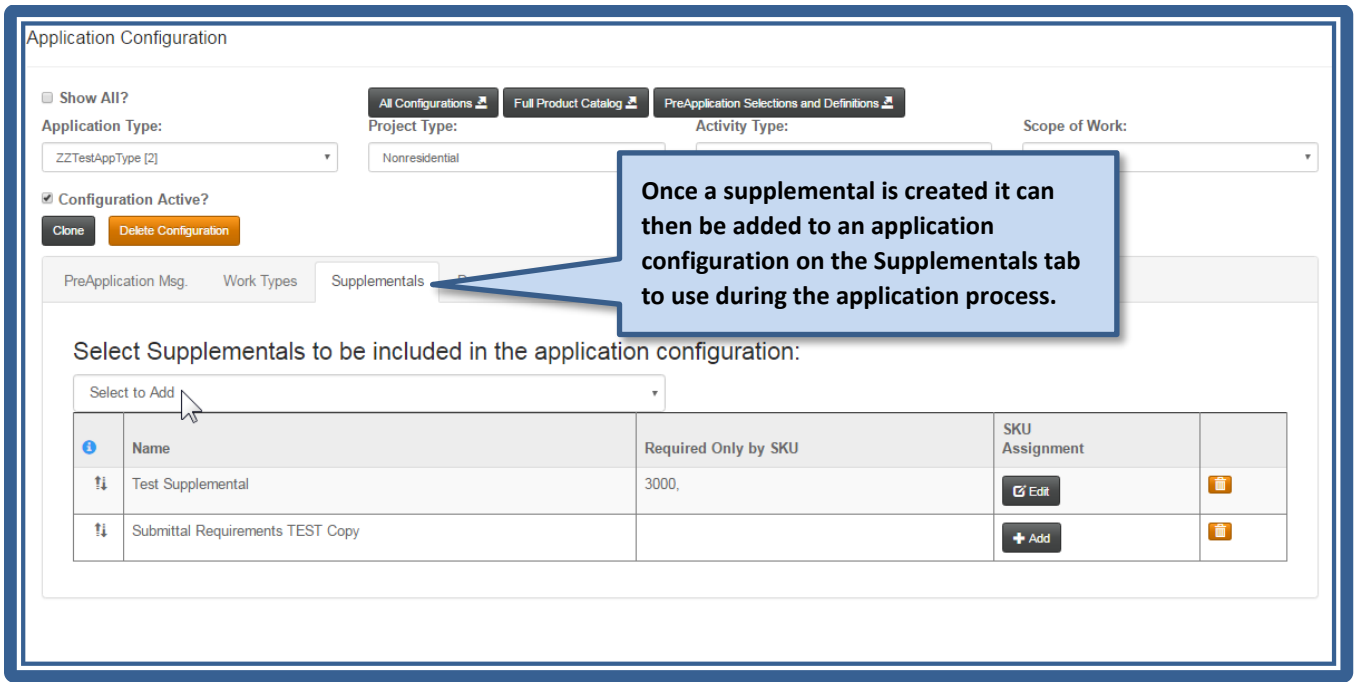
All Rights Reserved





NOTE: Use Answer Type 'Label – No Response/Instruction' is selected no answer is needed from the customer. This type is used to provide information only to the customer on the questionnaire.

 All Rights Reserved



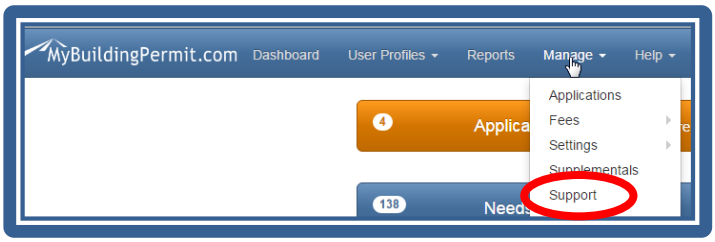
 All Rights Reserved

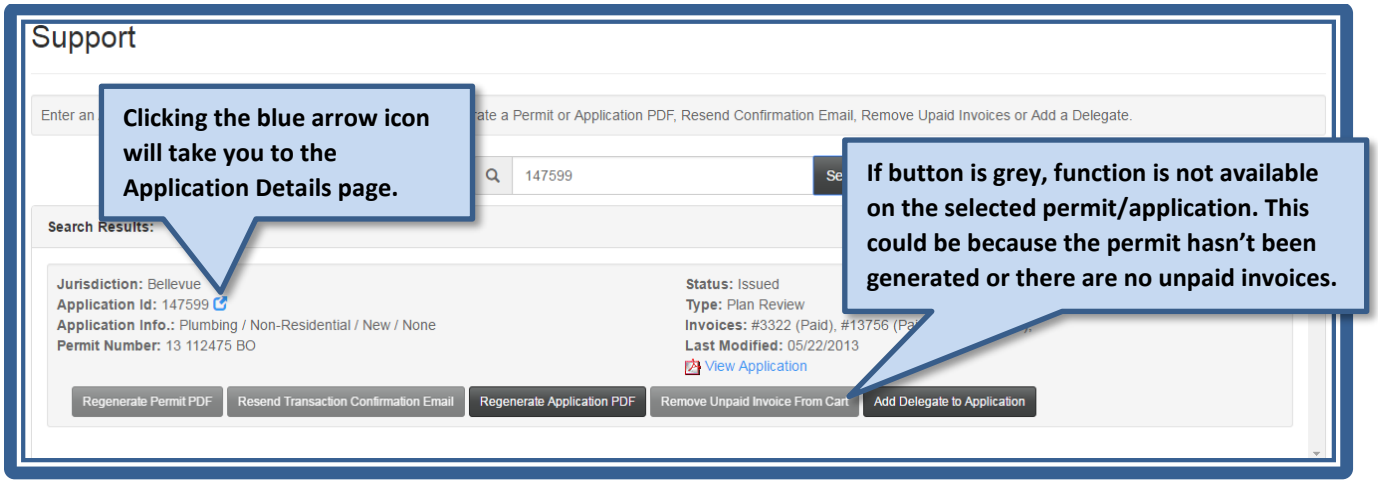
Support Menu

The Support function is available to Jurisdiction and System Admins only. Searching by the Application ID, Permit, or Invoice number you can:

- Regenerate a Permit PDF.
- Resend the Transaction Confirmation email.
- Regenerate an Application PDF.
- Remove an unpaid invoice from a customer's cart.
- Add delegates to a customer's application.

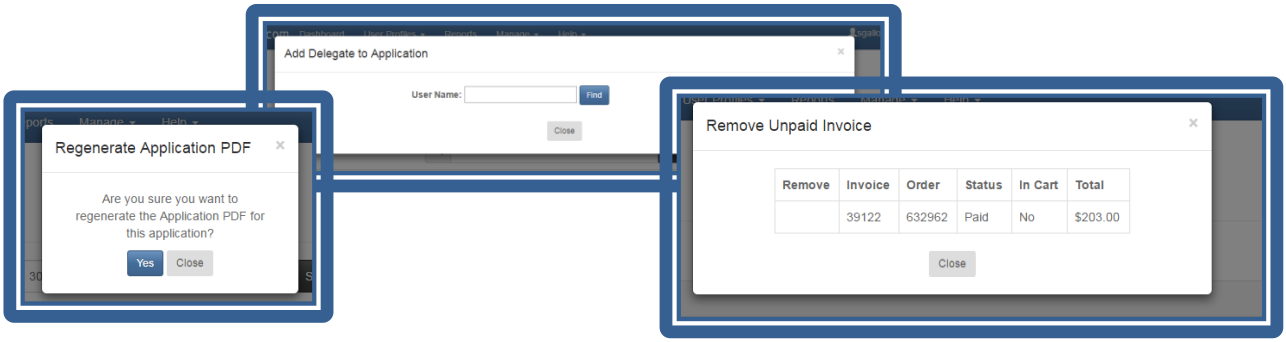
To access the Support page, navigate to **MANAGE**→Support:





NOTE: If you search for a permit and cannot find it, remember that Over-the-Counter permits are deleted from MBP 90 days following its date of issue. Any reprints for those permits will have to come from the jurisdiction's backend system.

Examples of actions to take on the Support screen:



All Rights Reserved

Email Notifications

System generated email notifications are sent to customers and jurisdictions throughout the plan review process. Notifications are triggered by the following actions on the Dashboard:

Who	Action	Email Subject	Recipient
Applicant	Submits or resubmits a plan review application	Application Confirmation	Applicant, Project Contact
Applicant	Submits or resubmits a plan review application	New Application	Jurisdiction
Jurisdiction	Rejects a plan review application	Application Not Accepted	Applicant, Project Contact
Jurisdiction	Submits a new invoice	Payment Due	Applicant, Project Contact, Delegates
Applicant, Delegate	Pays an invoice	Payment Confirmation	Applicant
Jurisdiction	Uploads documents	New Document(s)	Applicant, Project Contact, Delegates
Applicant, Delegate	Uploads documents	New Document(s)	Jurisdiction
Applicant, Delegate	Submits contractor information or cancellation request	New Document(s)	Jurisdiction

Below are examples of what email text is sent when the following actions are taken:

Action	Email Text
New Documents Uploaded	One or more documents have been uploaded to this application. To clear the recent activity status on the application and remove the application from the **Needs Attention** tab on the dashboard, accept or delete the document(s).
Invoice added to a Plan Review application	An invoice has been submitted to you for payment. Project Name: {0} Permit Number: {1} Invoice #: {2} Invoice Date: {3} Total Due: {4} For invoice details and to make a payment, please log into your account at https://epermit.mybuildingpermit.com/Login, go to the **Plan Review Dashboard**, enter the Permit # in the **Quick Search Field**, then click on the **Invoice** tab. Please note the following: Your application may not be vested until all required submittal fees are paid. The approval documents will not be uploaded until all fees are paid.
Permit Issued and Plans Available	Permit number {0} for the {1} project has been issued. The approved plans and issued permit are now available for you to download. Please

All Rights Reserved

	have one hard copy set of the approved plans and the issued permit on-site prior to the first inspection. To download the plans and issued permit, log into your account at https://epermit.mybuildingpermit.com/Login, go to the Plan Review Dashboard, click on the “Issued” tab, click on the “Permit #/App ID” link for the application, then click on the “Files” tab to view and download the documents.
Comment Letter uploaded	A review has been completed on your application and a comment letter has been uploaded. Additional information and/or revisions are needed to complete the review process. Further review of your project is on hold until the requested information and/or documents are received and accepted by the jurisdiction. To view your application and associated documents, please log into your account at https://epermit.mybuildingpermit.com/Login, go to the Plan Review Dashboard, click on the “In Review” tab, click on the “Permit #/App ID” link for the application, then click on the “Files” tab. Please download the comment letter and/or other documents from the dashboard. Follow the instructions in the comment letter regarding re-submitting plans or other information and the deadline for re-submittal.
Invoice cancelled	A previously submitted invoice for this application has been cancelled. It contained an error or was otherwise incorrect. If you have questions please contact the <a href='http://www.mybuildingpermit.com/Pages/contact-directory.aspx'>jurisdiction. Project Name: {0} Permit Number: {1} Invoice: {2} Invoice Date: {3} Total Due: {4}
MyBuildingPermit.com registration approved	Thank you for your interest in MyBuildingPermit.com. You have been registered and can begin submitting applications. Your username is: {0}. To view or change your profile, log in to your account at https://epermit.mybuildingpermit.com/Login and click My Profile.
MyBuildingPermit.com registration (business license verification)	Thank you for your interest in MyBuildingPermit.com. Your registration will be reviewed by each jurisdiction to verify state and local licenses. You will receive an email from each jurisdiction when you are approved or if there is additional information required. Your username is: {0}. To view or change your profile, log in to your account at https://epermit.mybuildingpermit.com/Login and click on My Profile.
MyBuildingPermit.com registration (associated user account)	{0} has created an account to use the {1} UBI # {2} company profile and has certified they are an authorized user. If this user should not be associated with this company, please contact egovsupport@ecitygov.net.
MyBuildingPermit request to reset password	Reset Your Password Click the link below to reset the password for the MyBuildingPermit account associated with MyBuildingPermit.com Password reset Please disregard this email if you don't want to reset

All Rights Reserved

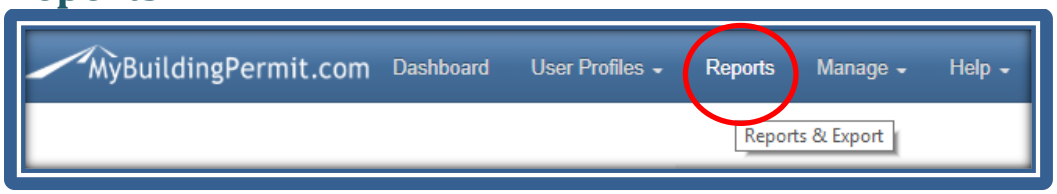
	your password. Note: The password-reset link above is valid for 30 minutes.
MyBuildingPermit request to get user name(s)	Reset Your Password Please select the user name for which you need a password reset. Then go to the link below: MyBuildingPermit.com Password reset{1 Please disregard this email if you do not want to reset your password.
Application submitted	Thank you for submitting an application to MyBuildingPermit.com. The Project Name is: {0} The Application ID number is: {**1**} The jurisdiction will screen your application for submittal within two business days. If additional information is required, you will receive a detailed request of the missing information. If your application is complete, you will receive an invoice for required submittal fees. Upon payment a determination of completeness will be made, if required by the jurisdiction. Plan review will begin once your application is considered complete. To view the application and associated documents, log into your account at {2}, go to the **Plan Review Dashboard** and enter the Application ID in the **Quick Search field**. Thank you!
New Application submitted (jurisdiction notification)	There is a new application to review. Application Type: Project Type: Activity Type: Scope of Work: Log into your admin account at {4}, review the application within 2 business days and do one of the following: Accept the application and submit an invoice to the customer for submittal fees. Reject the application, and use the email template to notify the customer why the application was not accepted.
MyBuildingPermit.com ePermit issued	Attached is your !!PermitType!! permit. Order Tracking Number: !!**OrderNumber**!! Permit Number: !!**PermitNumber**!! This permit authorizes only the work described in the "Job Description". No work is authorized outside the scope of this permit unless separate permits authorizing such work have been obtained. The application and permit are also available in your account. Log into your account at <ahref="https://epermit.mybuildingpermit.com/Default.aspx?utm_source=appPermitRecord&utm_medium=email" style="color: #004976;">https://ePermit.MyBuildingPermit.com/, go to "Search", then enter the permit # or order #. This information is kept in your account for 90 days after issuance. Inspections are required. You can view important <a style="color: #004976;" href="https://mybuildingpermit.com/sites/default/files/documentation/RequestInspection.pdf"> Inspection Information. You can cancel this permit by contacting the <a style="color: #004976;" href="https://mybuildingpermit.com/contact-us"> jurisdiction. Refunds will be processed in accordance with the applicable code(s). You can view important information about hiring a contractor, including the risks

 All Rights Reserved

	and liabilities associated with hiring an unlicensed contractor at the <a style="color: #004976;" href="http://www.lni.wa.gov/IPUB/625-084-000.pdf">Washington Labor and Industries website
MyBuildingPermit.com ePermit Error	We are unable to process your permit application at this time. This may be due to a technical issue or the jurisdiction may need to contact you to verify information. If you have not received your permit or a call within 1 business day, please contact the jurisdiction.

All Rights Reserved

Reports



MyBuildingPermit Metrics

Users can pull statistical data on MyBuildingPermit submitted applications. All reports can be exported for further analysis.

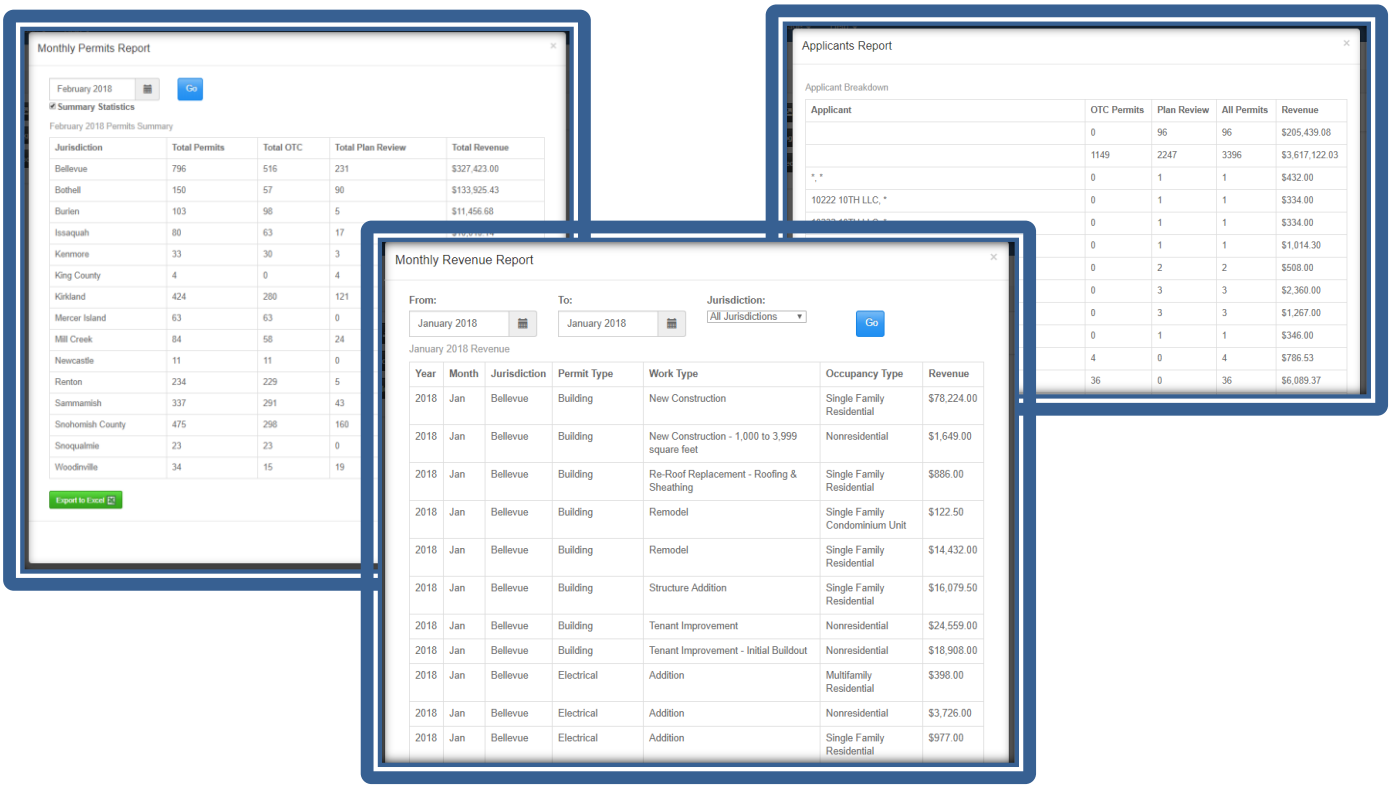
Statistical reports to be pulled include:

- **Monthly Permits** = Total number of permits submitted any given month by each jurisdiction, totaled by type of permit (OTC or Plan Review). Also includes total revenue collected through MBP.

- **Monthly Revenue** = Total revenue by permit (application type, work type, and occupancy type) and grouped by jurisdiction. Report can be filtered to a specific date range or jurisdiction.

- **Applicants** = Provides a historical record of each permit type (OTC or Plan Review) submitted by each applicant.

Examples of statistical reports:



All Rights Reserved

Exports

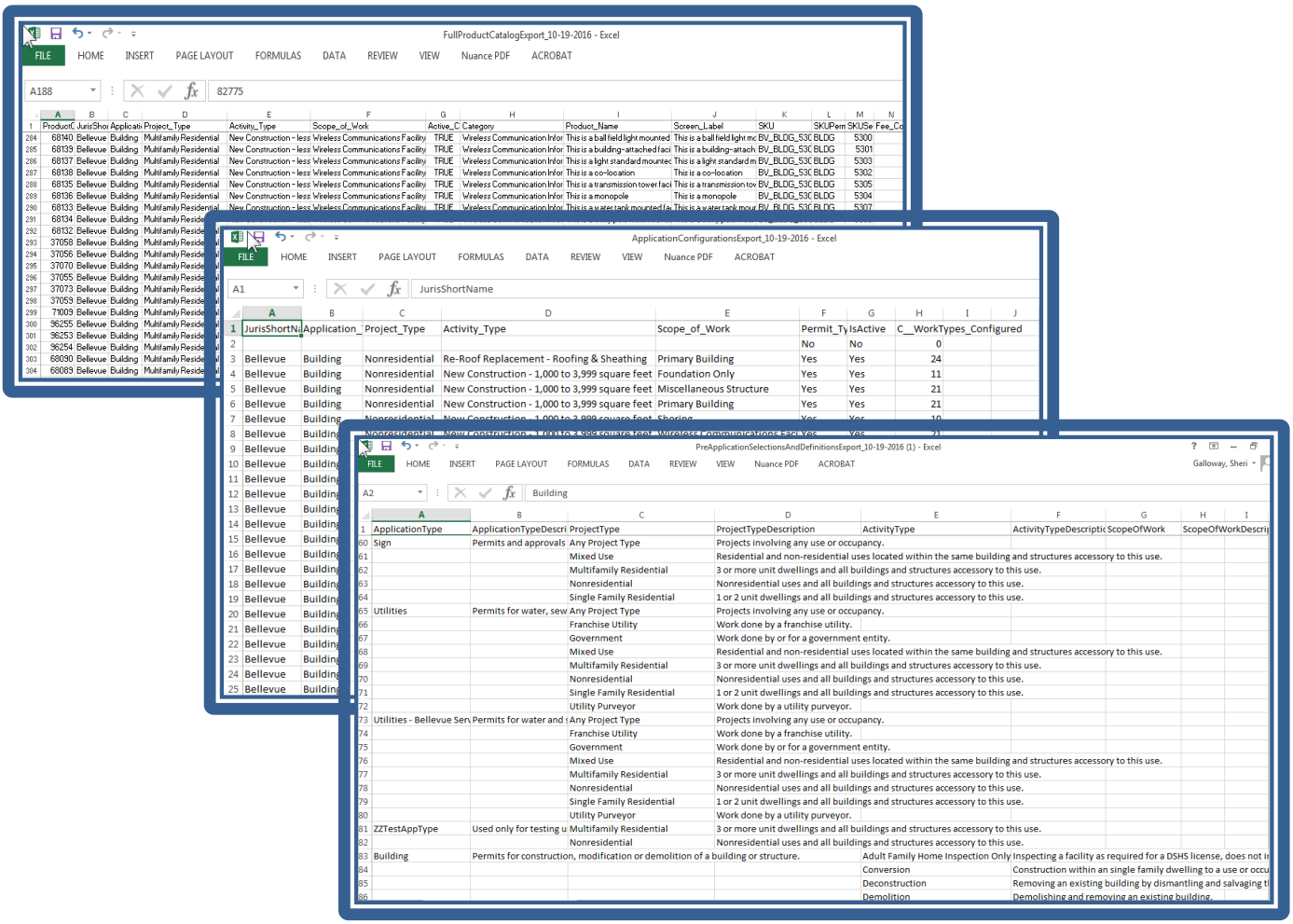
Jurisdictions can export a list of their existing application configurations and full product catalog list, as well as a list of the selections and definitions of the four “buckets”:

- **All Configurations** = Provides a jurisdiction specific list of all existing application configurations and indicates if the application is active and if it requires plan review. Also provides the total number of WorkType/SKU’s associated with each configuration.

- **Full Product Catalog** = Provides more details about each application configuration—including details on each applicable SKU.

- **PreApplication Selection and Definitions** = A reference list of each bucket (Application Type, Project Type, Activity Type, Scope of Work) selection option and its corresponding description.

Examples of exported reference lists:

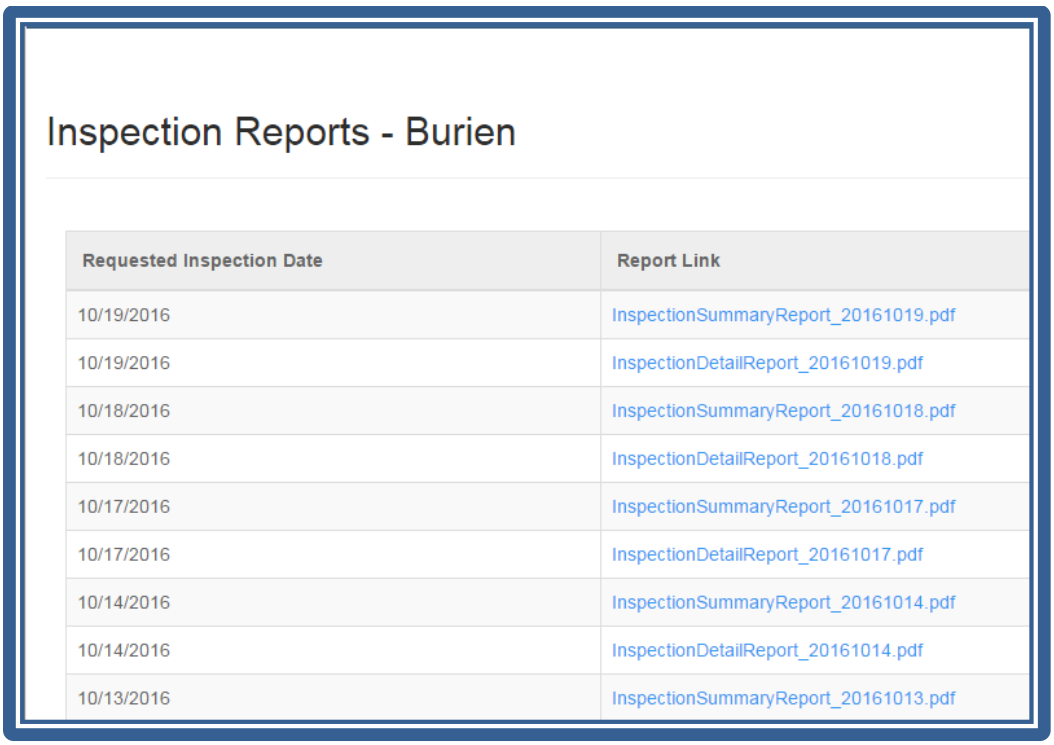


 All Rights Reserved

Inspection Report

This report is only available for non-integrated jurisdictions. If you are integrated, Inspection data will be updated regularly through a web service.

Example of an Inspection Report:



Inspection Reports - Burien

Requested Inspection Date	Report Link
10/19/2016	InspectionSummaryReport_20161019.pdf
10/19/2016	InspectionDetailReport_20161019.pdf
10/18/2016	InspectionSummaryReport_20161018.pdf
10/18/2016	InspectionDetailReport_20161018.pdf
10/17/2016	InspectionSummaryReport_20161017.pdf
10/17/2016	InspectionDetailReport_20161017.pdf
10/14/2016	InspectionSummaryReport_20161014.pdf
10/14/2016	InspectionDetailReport_20161014.pdf
10/13/2016	InspectionSummaryReport_20161013.pdf

All Rights Reserved

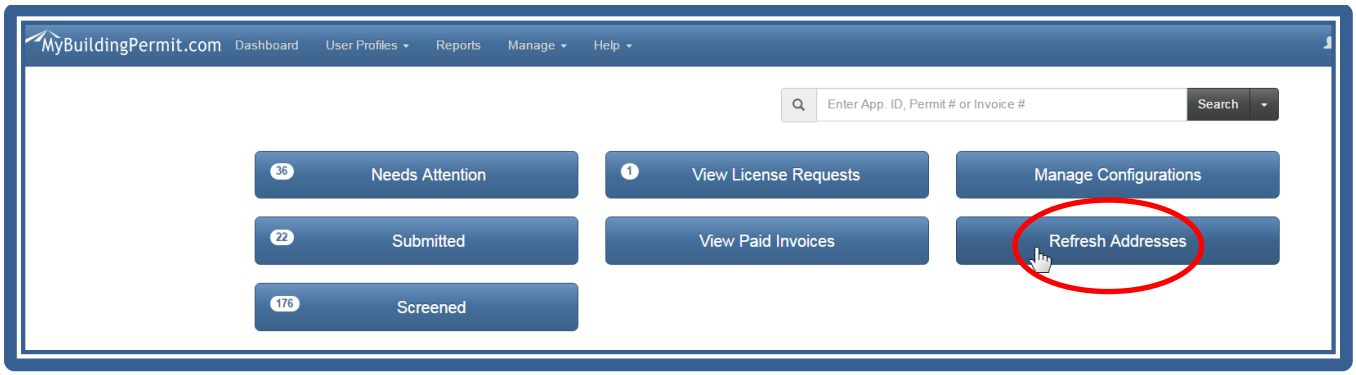
Managing Addresses

Addresses and job locations within MyBuildingPermit (MBP) come directly from jurisdictions' backend system via direct link to your source database. A process runs each night to pull information from your linked database view into the MBP address table.

To add or update an address in MBP, it must first be added or updated in your backend system. The database view or table that is connected to MBP needs to be refreshed on the jurisdiction side before this update will be transferred to MBP's corresponding address table. It is recommended that this refresh be set up by your IT Department/Database manager as an automated process that runs on a regular basis (like a stored database procedure or server process).

Once the database view on your side is updated with the new address information, the update can then be pulled into MBP by either:

1. The nightly automated process; or
2. Manually selecting the 'Refresh Addresses' button on the Admin Landing page:



All Rights Reserved

Additional Resources

MBP Team SharePoint Site

The MBP Service Delivery team maintains a shared site with important information for all committees that are part of the eCityGov Alliance. The Program Committee (or Program Team) consists of representatives from all participating jurisdictions in the MBP program. The MBP Team SharePoint site contains important information including links to program documentation, agendas, and committee contact information.

Participating members of the Program team can also submit requests for the following:

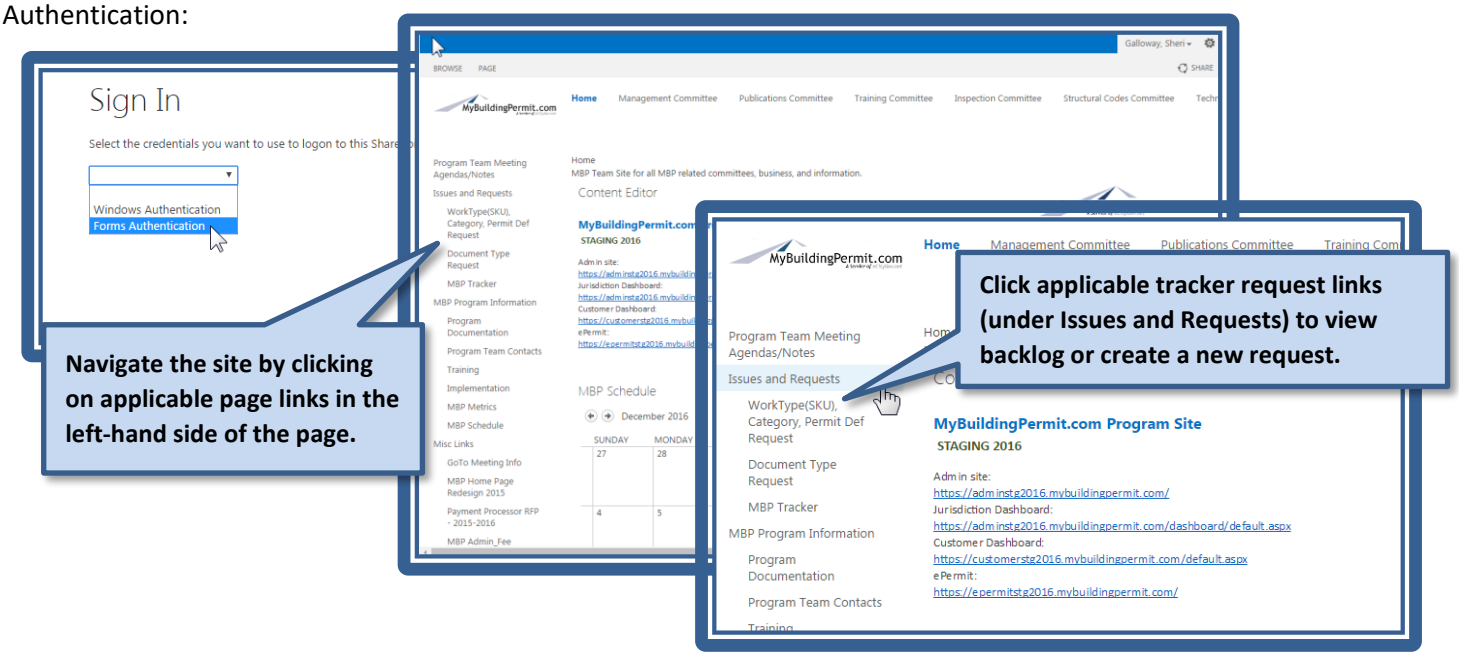
- WorkType/SKU's and/or Categories—Requests to add new categories and work types to the project details page of the application process. These category and work types must be added before they can be used in an application configuration.

- Document types—Request to add a new or change an existing document type. The request must be completed before the document type can be added to an application configuration.

- System Enhancements—Ideas and suggestions on how to improve the various MBP modules. Also includes requests to add functionality to meet the business needs of a jurisdiction.

- **Jurisdiction specific messaging**—Request to add specific message when a jurisdiction is selected during the application process (on the ePermit site). Examples include: fee increase notice, closed offices, etc.

Accessing the site requires a user log-in. If you do not have a login, please contact the MBP Program Business Analyst to obtain one. Once you have been given access to the site you will sign in selecting Forms Authentication:

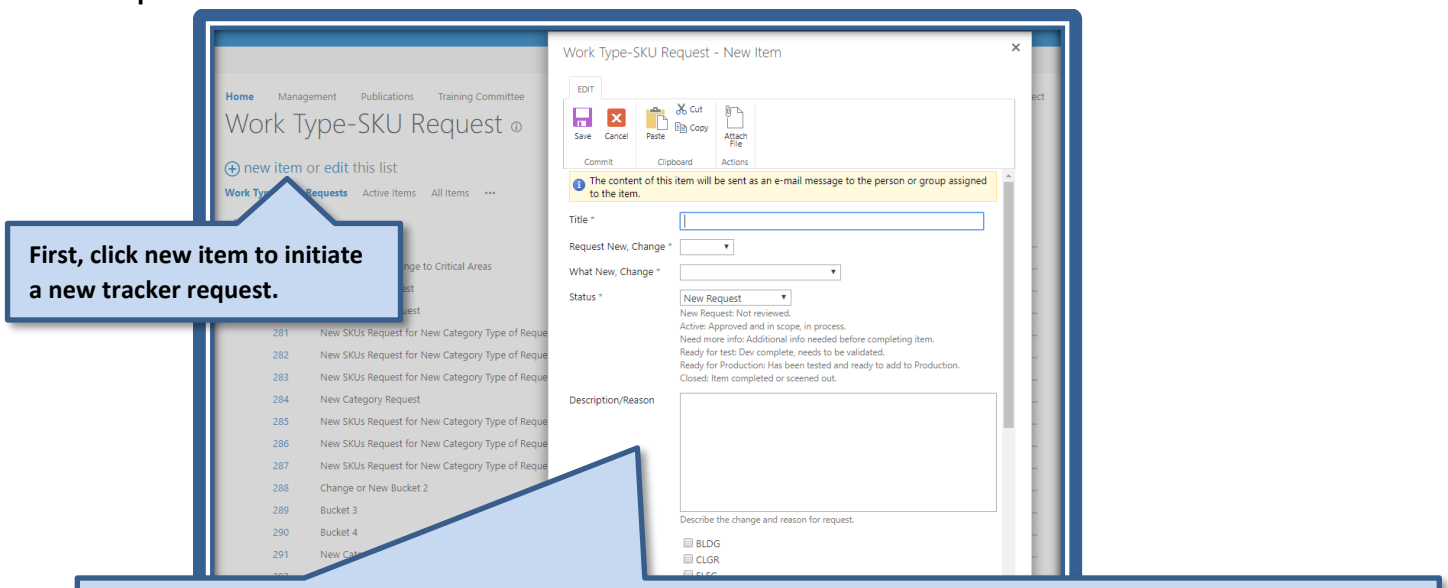


All Rights Reserved

WorkType/SKU and/or Category Requests

1. Jurisdiction submits a WorkType-SKU tracker request on MBP SharePoint site.
2. MBP Program Business Analyst reviews request:
    a. If additional info is needed—note is added and request is returned to requestor.
3. If info is complete, Analyst adds new SKU to staging *first.*
4. Request is updated to 'Ready for test'—returned to requestor to validate in staging.
5. Jurisdiction validates in staging that everything is correct, works as expected:
    a. If error/issue—return request to analyst with a note in testing results.
    b. If validation passes—add a testing results note that testing was successful, update status to 'Ready for production', and reassign to analyst.
6. Analyst will add new SKU to production, reassign to requestor, and close tracker request as complete.

Steps:



Then, complete the following fields:

Title = Provide a brief but descriptive title of new item to be added.

Request New, Change = Indicate if this is a new request or a change to existing item.

What New, Change = Indicate what type needs to be added/changed.

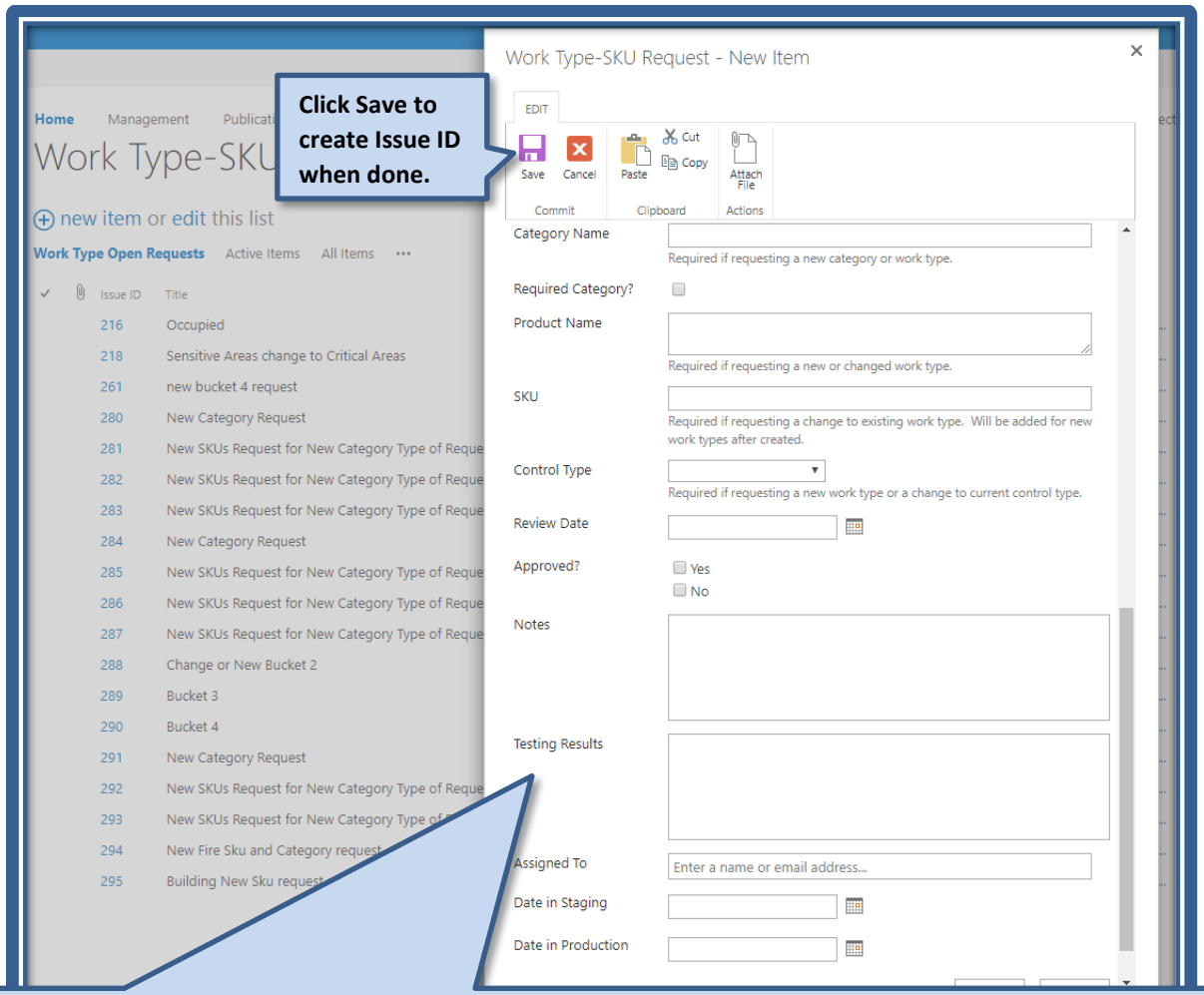
Status (of request) = Defaults to New Request. The request will pass through the following statuses:

- Need more info = Additional info is needed to complete request.
- Ready for test = Change has been made in staging, needs to be validated.
- Ready for Production = Has been validated and ready to move change to production.

Description/Reason = Enter a detailed description of what change is needed. Include product label and screen label (if different) for new SKU's.

Application Type = Each SKU is unique to each application type. Indicate all application type(s) to include the new SKU.

All Rights Reserved



Complete the following fields:

Category Name = Enter the name of the category where SKU will be displayed. Indicate if category is required by checking **Required Category?** box.

Product Name = Indicate the name of the new SKU. Product name is how it will display in the database. If you would like a different display on the customer application screen, indicate the screen name/label in the description field.

SKU = For change requests only—note the existing unique SKU ID.

Control Type = Indicate what type of response control is needed (checkbox, radiolist, textbox, etc.).

Testing Results = After validating in staging, indicate if testing was successful or notate any issues to resolve.

MBP Service Delivery Team will complete the following fields:

SKU = Newly assigned 4-digit SKU ID for new WorkType.

Notes = will include any clarification needed (if in need more info status) or an update on status of request.

Assigned To = Assigned back to original requestor (for need more info, ready to test, and Closed-Completed statuses).

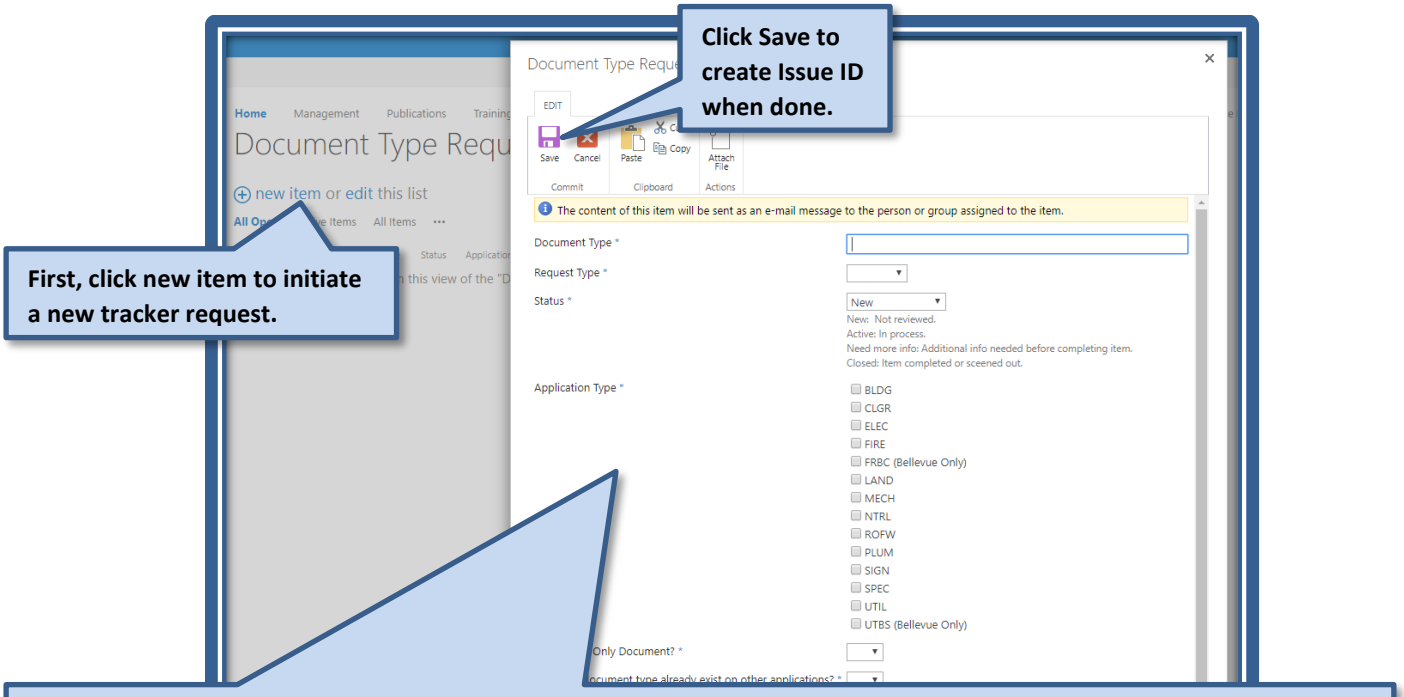
Date in Staging/Production = Date will be added when SKU has been added to each environment.

All Rights Reserved

Document Type Requests

1. Jurisdiction submits a Document Type tracker request on MBP SharePoint site.
2. MBP Program Business Analyst reviews request:
    a. If additional info is needed—note is added and request is returned to requestor.
3. If info is complete, Analyst adds new Document Type to staging *and* production.
4. Request is updated to 'Closed', adds a note to indicate request has been completed, and reassigns to original requestor.

Steps:



Then, complete the following fields:
Document Type = Enter the name of the new document to be added to the library.

Request Type = Indicate if this is a new document, change to an existing document, or removal of a document type.

Application Type = Indicate what application(s) this new document type needs to be added to.

Jurisdiction Only Document? = Indicate if this is a jurisdiction specific document.

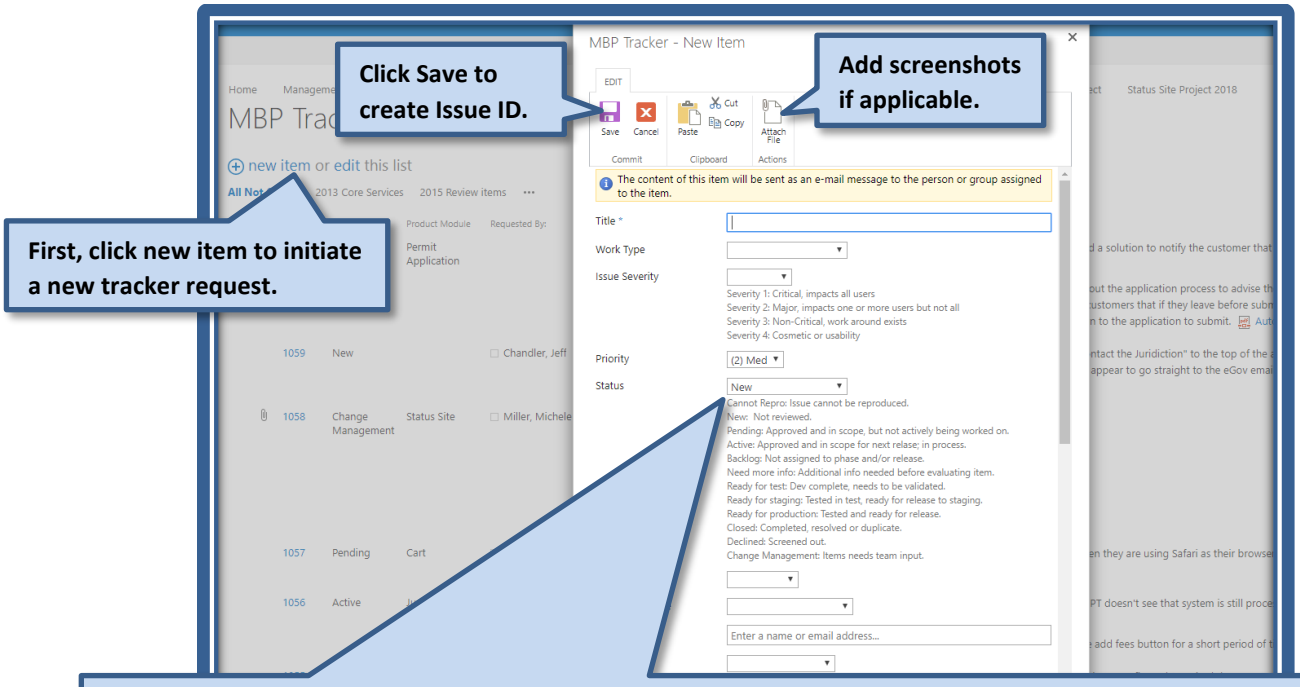
Does this document type already exist on other applications? = Indicate if this document is being used on another application type currently.

MBP Service Delivery Team will complete the following fields:
Notes = will include any clarification needed (if in need more info status) or an update on status of request.
Assigned To = Assigned back to original requestor (for need more info, and Closed statuses).
Date in Staging/Production = Date will be added when SKU has been added to each environment.

All Rights Reserved

Enhancement Tracker Requests

The Enhancement Tracker is a backlog of requests submitted to improve the functionality of the various MBP modules. Participating jurisdictions can submit requests that are reviewed and prioritized for potential future projects or to be included in periodic maintenance releases.



Then, complete the following fields:

Title = Provide a brief but descriptive title of the issue/request.

Work Type = Indicate if this is a problem/issue or new functionality requested.

Issue Severity = Select an appropriate severity level:

- Severity 1 = Critical, impacts all users.
- Severity 2 = Major, impacts one or more users but not all.
- Severity 3 = Non-critical, work around exists.
- Severity 4 = Cosmetic or usability.

Environment = Indicate which environment is affected (production or staging).

Product Module =Indicate what part of MBP is affected (if known).

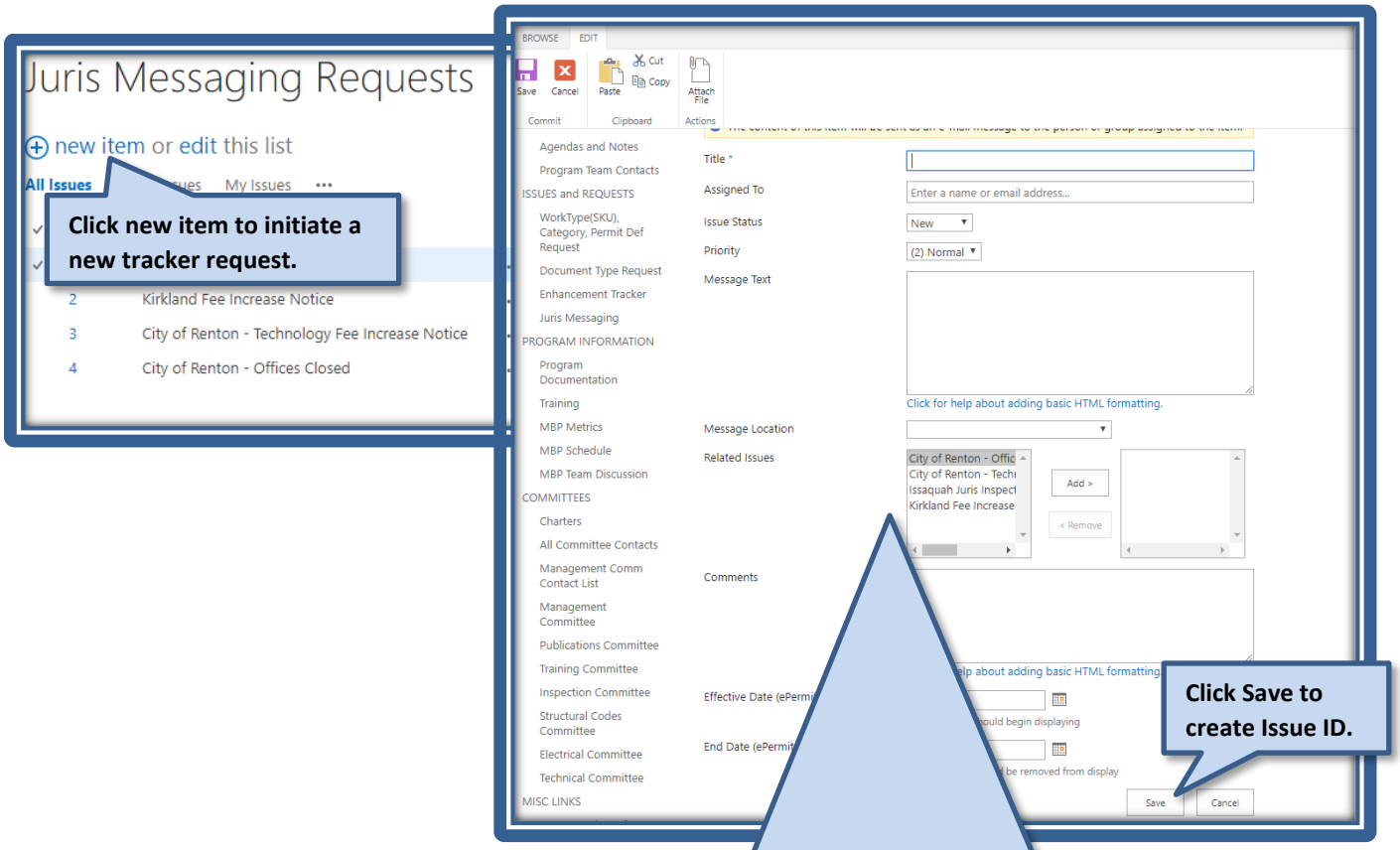
Requested By = Enter name or email of requestor.

Jurisdiction = Indicate if this change will impact all jurisdictions or a specific one.

Description = Enter a detailed description of what is being requested. Include reasoning as to why the change is needed.

All Rights Reserved

Jurisdiction Messaging Requests



Then, complete the following fields:

Title = Provide a brief but descriptive title of the message.

Priority = Indicate how important the message is.

Message Text = Include the body of the message, exactly as you would like it to appear on the screen.

Message Location = Indicate where in MBP you would like the message to display:

- Permit PDF Inspection area
- ePermit: Select Jurisdiction page (first page of application).
- Status Site

Comments =Include in any additional information, if applicable.

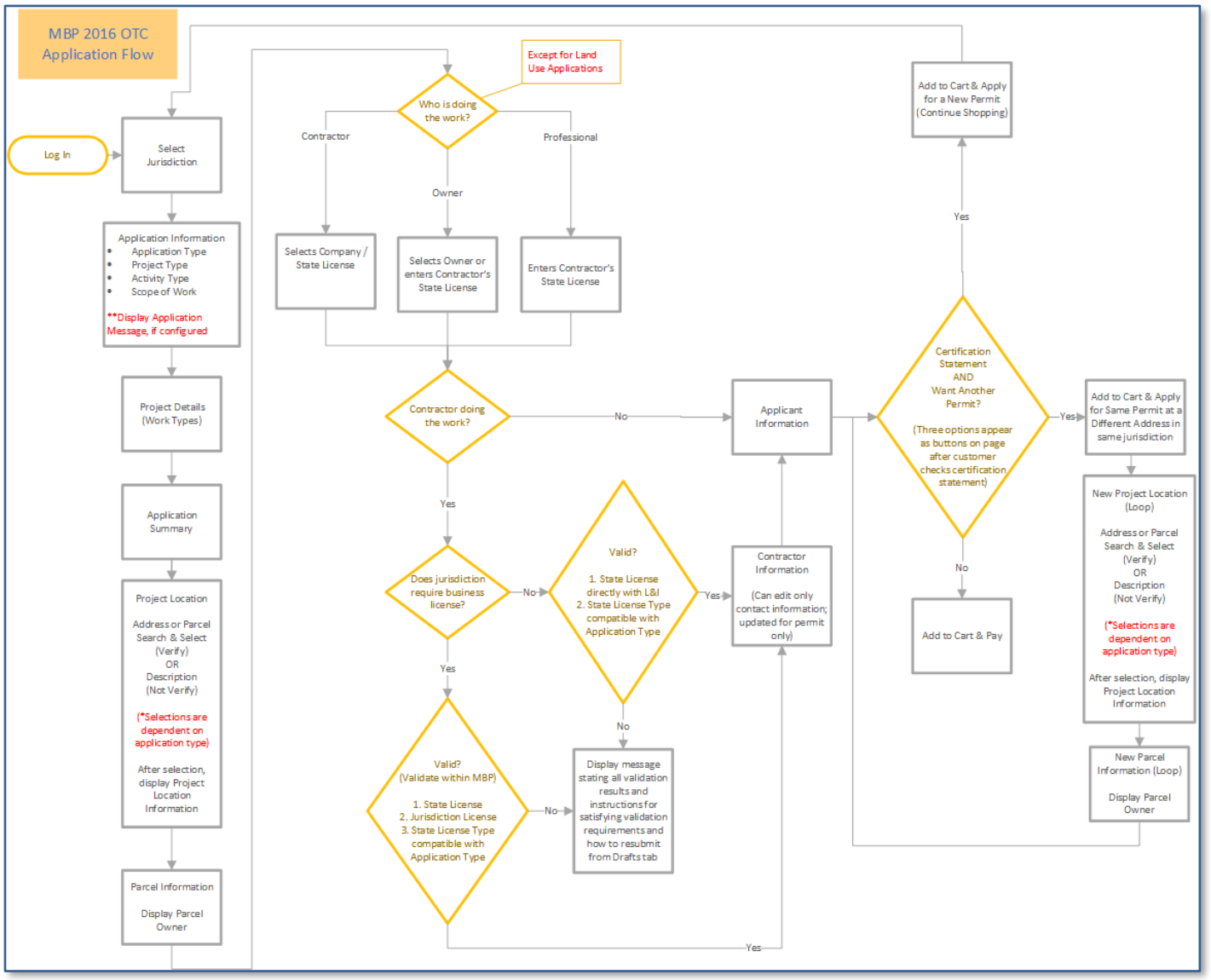
Effective Date = Indicate the start date of the message.

End Date = Indicate when message should expire.

All Rights Reserved

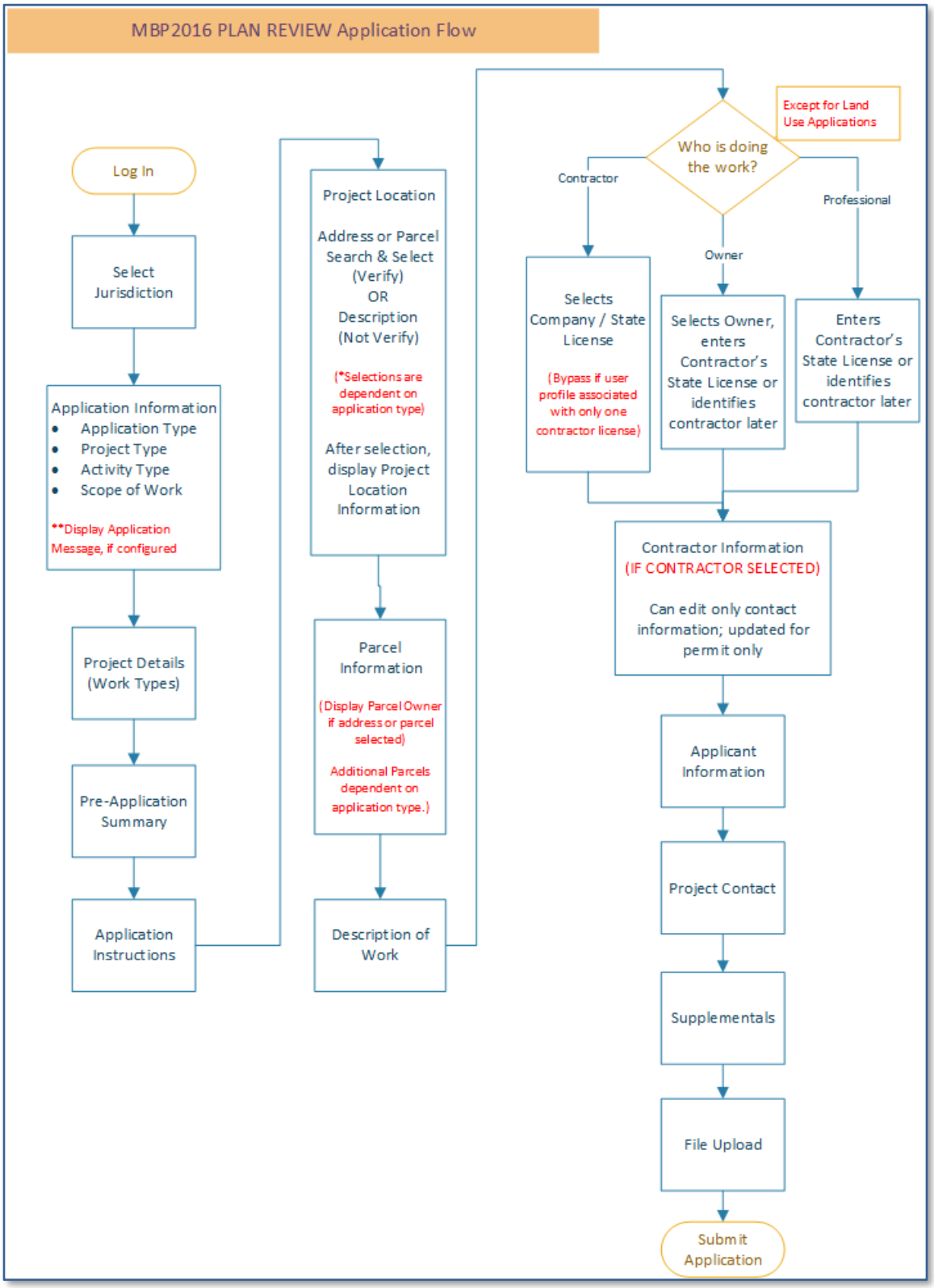
Application Process Flows

Over-the-Counter Permit Process Flow



All Rights Reserved

Plan Review Permit Process Flow



All Rights Reserved

MBP Jurisdiction Integration

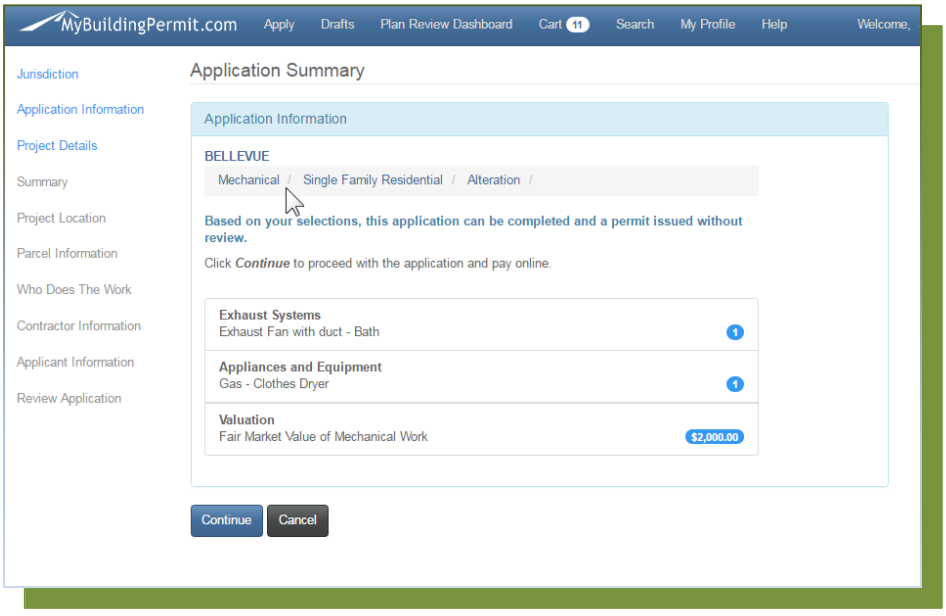
MyBuildingPermit.com sends permit application data to the member jurisdictions' permitting system (referred to as "backend" system) and then displays information from the backend such as status, activity, invoice data, etc.

When a customer applies for an **Over-the-Counter** (non-review) permit, or when a jurisdiction permit technician accepts a plan review application in MBP, MBP packages up the Application information into an XML document that is sent to the ***jurisdiction provided*** Web Service. This XML document is then parsed on the jurisdiction side and goes thru a translation process to convert MBP terms into the Jurisdiction's specific backend Permit System terms. After the translation process occurs, the data can be inserted into the backend system and the web service returns an XML file back to MBP that the insert was successful. MBP then makes a second call to the web service to receive the newly inserted permit number from the backend system which MBP will insert on the Permit Card pdf.

Each jurisdiction's backend system is the official 'system of record' and stores all application and permit data. This information is not stored in MBP, as it only connects to your backend to display the data.

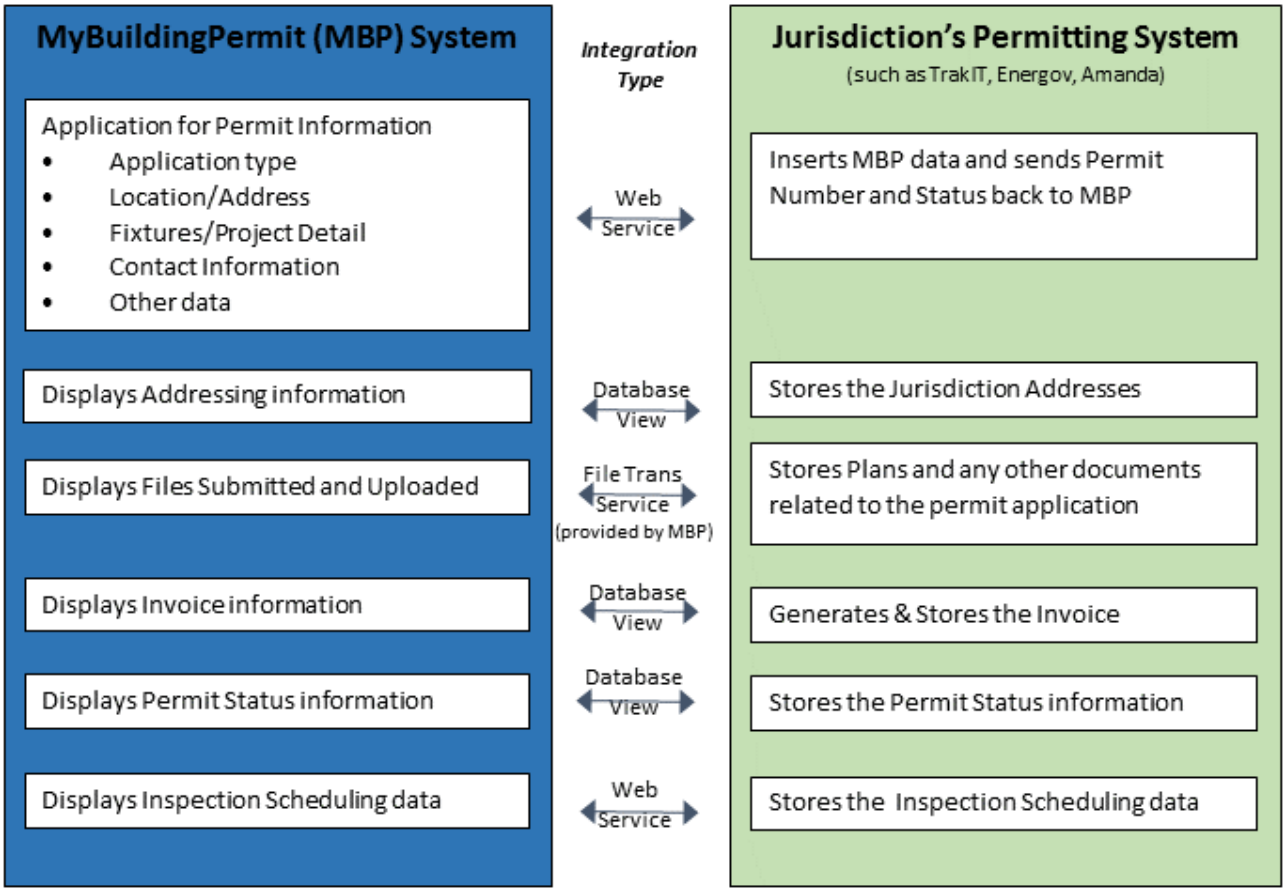
It is ***the jurisdictions' responsibility*** to develop the web service to receive the permit application XML file sent by MBP in the format, parse that data, and insert it into your backend system, send a response back to MBP, then send MBP the newly generated permit number. It is also the jurisdiction's responsibility to create and expose the necessary database views for MBP from which MBP pulls data

MBP Customer Application Process – Application Summary Screen



All Rights Reserved

How Data Transfers and Displays



Integration Points

Component	Method	Notes
Permit Creation	Web Service	Web Service *created by Jurisdiction* to consume the XML output from MBP
Inspection Scheduling	Web Service	Web Service *created by Jurisdiction* to consume the XML output from MBP
File Transfer	Web Service	Web Service is *provided by MBP* – will need to have the path/location of where you want the file uploads from MBP to land.
Address Search	Database View	Expose a View in your permit database – MBP will connect via your IP Address, Database Username and Password
Invoicing	Database View	Expose Views in your permit database – MBP will connect via your IP Address, Database Username and Password
Status Site Data	Database Views	Expose Views in your permit database – MBP will connect via your IP Address, Database Username and Password

All Rights Reserved

Skills and Resources Needed

Jurisdiction Responsibility	Description of Skills Needed
Develop asmx web service to receive MBP XML data, parse, translate, and insert into backend permitting system. Provide URL to web service to MBP staff.	Web Developer with web service and integration experience.
Create translation document or spreadsheet to convert MBP data into backend system terminology and correct database fields.	Jurisdiction Business Analyst (SME) or Permit System Consultant with in-depth understanding of backend system database structure, permit process and fee structure.
Create database views with a read-only user account and provide details to MBP staff.	Database Administrator or Permit System Consultant
Set up MBP Application Configurations, Fee Codes, etc.	Jurisdiction Permit Tech/Analyst (SME) with in-depth knowledge of jurisdiction permitting process, fee structure, business processes
Test end-to-end Permit Application process and verify integration into backend system is correct and permit number and status back to MBP is correct.	Jurisdiction Permit Tech/Analyst (SME) with in-depth knowledge of jurisdiction permitting process, fee structure, business processes

Terminology Used

Application Configuration – MyBuildingPermit.com's ***structure for the permit application data*** which is set up by the jurisdiction. Consists of: Application Type (such as Building, Mechanical), Project Type (such as Single Family, or Nonresidential), Activity Type (such as New, Addition), Scope of Work (such as Primary Building, Accessory Structure), Fixture and Component Details, Documents Required, Plan Review or Non-Plan Review, Fees, etc.

Backend System – the ***Jurisdiction's*** permitting system (such as TRAKiT, Energov, Amanda)

Database View – a ***subset of read-only table data*** in your backend database

Web Service - programming code that provides a method of ***communication between two*** electronic devices or applications over the internet. A request or response to a request that allows one application or program to remotely access or transfer data.

XML – the standardized ***format of the data*** that is sent from MBP to Backend System via a Web Service

All Rights Reserved

Helpful Information and Troubleshooting

Customers will be directed to the jurisdiction directly for help with the following:

- Find or add a new address within MyBuildingPermit.com
- Determine if work requires a permit or which type to select
- Request a refund
- Update a local/city Business License
- Request changes to a permit
- Inquire about Permit fees

Technical Help—Technical Assistance is available to jurisdiction staff and customers through the MBP Support desk. Examples of when to call the Support desk include MBP is offline or an error is received when applying for a permit.

Support staff is available Monday through Friday, 7:00 AM to 5:00 PM Pacific Standard Time. Offices are closed on Federal Holidays.

Email: eGovSupport@ecitygov.net
Phone: 425-452-4340

Help Documents for customers are available on MyBuildingPermit.com Help page.

All Rights Reserved