Welcome to ePermitting!

PennDOT’s secure system allows you to create, submit, track and print Highway Occupancy Permit applications online!

This presentation will show you the features of the online system and guide you through the basic application process.
Contents

1. ePermitting Overview
2. ePermitting System Basics
3. Getting Started with ePermitting
4. Creating a Highway Occupancy Permit Application
5. Entering Required Information
6. Attaching Documents to an Application
7. Submitting an Application
8. Email Notifications
9. Managing Applications
10. Issued Permits
11. Utility Invoicing
12. Emergency Permitting
13. Supplements
14. Post Issuance Activities
15. Inspection and Closeout
16. Assign, Cancel, Revoke
17. Help with ePermitting
Lesson 1

ePermitting Overview

How ePermitting works

Making the transition from the paper M945A form to ePermitting
ePermitting Overview

ePermitting is designed to process applications for Highway Occupancy Permits (HOP) online. The web-based system:

- Eliminates the need to mail paper forms and documents.
- Lets Engineering Firms collaborate online with the Applicant Team, with paperless attachments and email notifications.
- Eliminates the need for multiple copies and mailings.
- Improves review efficiency and speed.
- Decreases the time from application to permit issuance.
- Enables fast application organization and tracking.
- Generates issued permits available for printing.
ePermitting Overview

Key Features

- Create and submit a new application online. ePermitting processes applications for:
  - Highway Occupancy Permits (HOPs)
  - Supplemental Permits
  - Emergency Permits
  - Requests for Emergency Permit Cards (EPCs)

- Locate applications quickly:
  - Application Quick Search
  - Advanced Search
ePermitting Overview

Key Features

- Easy-to-use online displays:
  - Logical, well-organized screens and menus
  - Standard buttons and entry screens
  - Links and back buttons for fast navigation
  - User messages and instructions

- Flexible attachment of electronic documents

- Automated movement through the application review cycle
ePermitting Overview

Key Features

- Automatic email notifications to inform users of status changes and new activity
- Display of current application status and key details
- Fast selection of standardized information such as permit type, review comments and permit conditions
- Automatic generation and online access to response letters and issued permits
ePermitting Overview

Key Features

- Online tracking of PennDOT review efforts
- Complete display of all processing activities
- Summary displays and management reports
- Online publishing of permits and correspondence in PDF format
- Preparation of court recording notices, when required
ePermitting Overview

Key Features

- Automatic application number and permit number generation
- Tracking by dates
  - Submission Date
  - Permit Issue Date
  - Permit Expiration Date
  - Physical Work Completion Date
  - Permit Close-Out Date
- Online collaboration and access of multiple Business Partners (Coapplicants and Engineering Firms)
Information entered on the M-945A form can be entered quickly on ePermitting entry screens.

Many of the fields are completed automatically.
Electronic submission authorization...

This verification window appears when an application is submitted. It serves as an “electronic signature.” The Applicant or Agent selects the type of Applicant and clicks “I Agree” to accept PennDOT terms and conditions.
ePermitting Overview

Electronic document submission...

ePermitting reduces preparation time and postage/duplication costs.

Electronic attachments eliminate the need to copy and mail or hand-deliver forms and documents.
ePermitting Overview

Fast, easy status tracking and follow-up...

ePermitting reduces the time it takes to follow up on an application in process.
Applicants can view the status and progress of all their applications online instantly.
Immediate permit printing, with no mail delay...

When a permit is issued, Applicants are notified by email.

The issued permit is available in PDF format for viewing, printing and saving.

Court recording notices are available in PDF format, if needed.
ePermitting Overview

Improved organization and fast retrieval of information...

A flexible online search helps all users locate application information quickly.

PennDOT management reports help keep the review process on track.
Lesson 2

ePermitting System Basics

How to work with ePermitting screens

How to get things done with action buttons and links

How ePermitting roles keep the application process moving
ePermitting makes it easy to enter information quickly.

Data fields are clearly marked on each screen for easy entry.

Repeated data are supplied automatically, too. For example, when an Applicant with a Business Partner ID creates a new application, the name and contact information associated with the Business Partner ID are displayed automatically.

Dropdown boxes let you enter information with a single click. **Add** and **Edit** buttons move you to convenient selection lists.
Fast data selection screens

Find and select data quickly.

All ePermitting search screens and lookups are designed for fast retrieval of information.

All Available Records are listed at the bottom. Click a column heading to sort by column or complete the search fields to display only selected information.

After you locate your selection(s), click one or more checkboxes.

Click the Apply button to move your choice(s) to the Selected Records list at the top of the screen.

Simply click OK to complete your selection.
Fluid movement between screens

Action buttons and links move you through the steps quickly.

Buttons in the toolbar and on the screens display the available choices for the next action to take.

Links move quickly from screen to screen with a single click.
Roles lay the groundwork for application processing.

- Each user is assigned a role that defines the tasks that can be performed (Applicant, Receiver, Reviewer, etc.).
- Roles restrict access to information for data security and confidentiality.
- Roles control the assignment and selection of Applicant Team and Review Team members.
- Roles trigger email notifications and direct the movements of applications through the “workflow.”
Key ePermitting roles

- **Applicant**: assigned to Business Partners (Applicants and Engineering Firms) who prepare and submit applications.

- **Receiver**: assigned to PennDOT staff members who process submitted applications.

- **Reviewer**: assigned to PennDOT staff members responsible for reviewing applications before a permit can be issued.

- **Responder**: assigned to PennDOT staff members who issue a response to the Applicant Team after a review is complete.
Applicants:

- Create applications and enter information.
- Attach documents needed for application review.
- Submit (and withdraw) applications.
- Add Co-applicants and Engineering Firms to the Applicant Team.
- View all applications associated with their Business Partner ID.
- View the progress of applications under review.
- View and print response letters and permits.
ePermitting System Basics

“Agents” for Applicants:

- Create applications and enter information on behalf of an Applicant.
- Attach documents needed for application review.
- Submit (and withdraw) applications on behalf of the Applicant.
- Add Co-applicants and Engineering Firms to the Applicant Team.
- View all applications associated with their Business Partner ID.
- View the progress of applications under review.
- View and print response letters and permits.
Co-applicants:

- Assist with completing applications for permits they will hold jointly with the Applicant.
- Attach documents needed for application review.
- Add Engineering Firms to the Applicant Team.
- View all applications associated with their Business Partner ID.
- View the progress of applications under review.
Engineering Firms:

- Can serve as Agents for the Applicant to create and submit applications on the Applicant’s behalf.
- Assist with completing applications for permits when they are included in an Applicant Team.
- Attach documents needed for application review.
- Add Engineering Firms to the Applicant Team.
- View all applications associated with their Business Partner ID.
- View the progress of applications under review.
ePermitting System Basics

District and County Receivers:

- Review submitted applications.
- Edit submitted application information, if needed.
- Enter additional district/county permit information, if needed.
- Assign at least one “Level 1” Reviewer.
- Attach documents.
- Process the application as “Received.”
- Create and submit applications “on behalf” of Applicants.
Review Team:

At least one Level 1 Reviewer is assigned to each application. Additional Level 2, Level 3, Level 4 and Level 5 Reviewers can be added as needed to assist with the review process.

Reviewers can be assigned for four key areas of responsibility to review applications and provide comments or instructions:

- County
- District
- Central Office
- Federal Highway Administration (FHWA)
Reviewers:

- View all applications assigned to them.
- Edit or enter selected application information.
- Add information about work or requirements.
- Enter review comments, if needed.
- Enter conditions for permit issuance, if needed.
- Attach supporting documents, if needed.
- Assign additional Reviewers to the Review team, if needed.
ePermitting System Basics

Responders:

- View all applications assigned to them.
- Edit or enter selected application information.
- Add additional information about work or requirements.
- Consolidate or finalize comments and conditions entered by the Review Team.
- Prepare the response letter and post the response.
- Attach supporting documents and the permit, if issued.
- Assign additional “Approvers” to review the application.
**Data Correctors:**

A special district level role, the assigned Data Corrector is authorized to maintain application information at all stages of processing:

- Correct or append Applicant information if corrections are needed after submission.
- Enter additional or missing information while the application is under review.
- Add close-out dates and expiration dates after a permit has been issued.
- Make corrections as needed to ensure application accuracy and completeness.
Inspectors:

- May be assigned to issued permits.
- Access My Reimbursements & Inspections Work Queue.
- Create reimbursable records for issued permits.
- Attach M-371A forms to reimbursable records.
- Ready reimbursable records for authorization.
Lesson 3

Getting Started with ePermitting

Who can register as an ePermitting user

Roles assigned to ePermitting users

How to login
Online Access to ePermitting

ePermitting is accessible from any Internet Browser.

Go to the Pennsylvania Department of Transportation home page:

http://dot.state.pa.us/

Follow the links for:

Services & Software > DOT Online Services > EPS

You can login with your ePermitting user ID and password.

If you are not registered, click the link below the login fields to register as a new user.
Registering as an ePermitting Business Partner

Three different methods of registration are available, depending on the type of access you need:

- **ECMS Partners**
  Existing ECMS (Engineering Construction and Management System) Business Partners can add ePermitting access to their accounts.

- **ePermitting Business Partners**
  Companies who need multiple IDs can create a new ECMS Business Partner account with access only to ePermitting.

- **Express Login**
  Infrequent or one-time permit Applicants can create a single-user account.
The “Applicant” Role for PennDOT Business Partners

Your Business Partner ID allows you to use ePermitting to:

- Create an application as an Applicant for a permit or supplement that will be issued in your name.
- Create an application as an Agent for a homeowner or business that does not have a Business Partner account.
- Serve as Coapplicant on an Applicant Team for permits issued to multiple Applicants.
- Serve as an Engineering Firm on an Applicant Team for any application.
“Internal” Roles for ePermitting

Based on their responsibilities, PennDOT employees are assigned roles to participate in the review process at three different levels:

- County
- District
- Central Office

An additional Reviewer role is available for Federal government employees who may be assigned when applications require review by the Federal Highway Administration.
The Login screen provides secured access to ePermitting.

When you access ePermitting, the Login screen allows you to enter your secure Login ID and Password.

The opening screen contains a link to the Registration page for users who need to open a new Business Partner account.

A public link opens a page displaying Highway Occupancy Permit regulations and helpful information about permits.
Protecting Your LoginID and Password

Your Business Partner ID or PennDOT employee ID provides secured information about:

- Ongoing projects and permit/supplement applications
- Contact information
- Your work in progress
- Your electronic signatures and approvals.

Keep your LoginID and password secure.
Lesson 4

Creating a Highway Occupancy Permit Application

Applicant and Agent responsibilities

Creating an application

Building an Applicant Team
Creating a HOP Application

Application Cycle: Submission Process

The Applicant starts the application cycle by creating a new application. After basic information is entered, the Applicant saves the application and a number is assigned.

The Applicant can add other Coapplicants or Engineering Firms to the Applicant Team.

The application remains in “Draft” status until all required information is entered and the application is submitted.
Creating a HOP Application

ePermitting Login

Login to ePermitting to begin.
Type your LoginID.
Type your Password.
Click the Login button.
Creating a HOP Application

The Portal begins the process.

Every time you login, the Applications Portal screen appears.

This opening screen has options to open an existing application or start a new one. Use the Advanced Search and Application Search to find existing applications quickly.

Two Create New Application options are available for Applicants. For PennDOT users, an option to create an application On Behalf Of Applicant is available.

Additional links move to special features, such as access to HOPS regulations.
Create Application as “Applicant”

To apply for a permit in your name, create the application as Applicant.

On the Applications Portal screen, use the Applicant option to apply for a HOP permit on behalf of yourself or your company.

Click Applicant to continue.
Create Application as “Applicant”

Start a new application on the Create Application screen.

When you create an application for yourself, the information associated with your Business Partner ID is retrieved automatically.

To change information for this application only, click in a field to edit it. A flag indicates that an entry in the fields is required.

If the information is correct, you can continue with the Application Details information.

Before continuing, let’s look at the other way to create an application as an agent.
Create Application as “Agent”

Apply for a permit on behalf of another Applicant.

You can use your Business Partner ID to create and submit an application on behalf of another company or individual.

This option is useful for Engineering Firms or contractors who need to apply for a permit on behalf of a client.

On the Applications Portal screen, click the Agent for Applicant option.
Create Application as “Agent”

The Create Application screen lets you enter Applicant information.

When you create an application as an agent, the fields are blank so you can identify the permit holder.

If the application is for an individual who is not a Business Partner, such as a private homeowner or small business, type the information manually. A flag indicates that an entry in the field is required.

If you are applying on behalf of another Business Partner, click the magnifying glass beside the BP ID to open the Selection screen, then select the Applicant to complete the fields automatically.
Creating a HOP Application

Application Details Information

The Create Application screen stores important information about the requested permit.

As you create an application as an Applicant or Agent, enter basic details about the application.

Select the District where the work will occur from the dropdown list.

Select the County from the dropdown. (Only the counties in the selected district appear.)

You must indicate at least one municipality. Click EDIT to open the Selection screen for municipalities.
Select up to 20 municipalities on the same application.

To select a municipality, locate it in the Available Records section. (Sort the list by clicking a column heading, if needed.)

Click one or more checkboxes to select one or more municipalities.

Click the Apply button to add the checked municipalities to the Selected Records list.

Click the OK button to add the municipalities to the application and return to the Application Information screen.
Complete the Permit Type and Use fields to finish creating the application.

HOP permits are issued for driveway, utility or miscellaneous work. Select the Permit Type and associated Permit Subtype from the dropdowns.

Select the Permit Use and associated Permit Sub Use from the dropdowns.

After all the required fields are complete, click the Save & Exit button to save your work and create the application.
Creating a HOP Application

Application Information Screen

The main screen for application information

After you save the Create Application screen, the main Application Information screen appears. A number is assigned and your application is in “Draft” status. To return to this screen at any time, click the word “Application” beside the application number.

Click the EDIT buttons to change any of the details you entered.

Click the links in the Application Setup section to enter information you need to complete the application and submit it to PennDOT.
Building an Applicant Team

The Applicant Team is responsible for preparing the application.

Your draft application will need additional information before submission. If other parties will be involved in the application process, create an Applicant Team.

Click the Applicant Team link to assign additional participants. They can access the application and receive emails.

Coapplicants are named on issued permits.

Engineering firms help prepare the application and submit important information to PennDOT.
Add Coapplicants and Engineering Firms

The Applicant Team comprises Business Partners who need to access and edit the application.

Click EDIT to enter notes or special contact information in the Applicant Contact Info field or to add one or more Coapplicants or Engineering Firms.

If you create an application as Agent, add your own Business Partner ID as an Engineering Firm so you receive all email notifications.

After you select members of the Applicant Team, click Save & Exit.
Creating a HOP Application

Coapplicant Team Information Screen

Add Coapplicants and Engineering Firms

Enter information on Coapplicants or Engineering Firms.

To locate existing Coapplicants or Engineering Firms quickly, click the Lookup icon to move to the search screen.

After you enter information or select a Coapplicant or Engineering Firm using the search, click Save & Exit.
Creating a HOP Application

Applicant Team Selection

Select a Coapplicant or Engineering Firm for your team.

To select a member of the Applicant Team, locate it in the Available Records section. (Sort the list by clicking a column heading, if needed.)

Click the plus sign beside an entry to select it and return to the Coapplicant Team Information screen.

Click Save & Exit to continue or click Save & New to select another Coapplicant or Engineering Firm.
The Applicant Team can prepare the application.

After you enter information for Coapplicants and Engineering Firms, or select them from the search, click **Save & Exit** to return to the Applicant Team Information screen.

The members of your Applicant Team can access the application to add information. Only the Applicant or the Agent who created the application can submit it to PennDOT.

The application remains in “Draft” status until the application is prepared and submitted.

Click **Back** to continue.
Lesson 5

Entering Required Information

Work Summaries and Locations

Application Identification

Fee Information
Entering Required Information

Work Summaries, Identification and Fees

Entering information needed for processing.

After the application is created and the Applicant Team is selected, it is easy to enter the information PennDOT needs to review in order to issue a permit.

At least one work summary is required. Click **Work Summary and Locations**.

Important Application Identification information is required. Click **Application Identification**.

Applicants also can review and enter **Fee Information** required for the application.
At least one work summary is required.

From the Application Information screen, click **Work Summary and Locations** to add a summary of the work to be completed and specify the work location.

Click the **ADD** button to proceed to the entry screen.

Enter a separate work summary to describe each work location affected or each type of work to be performed at the same location, such as removing a pole or accessing an underground utility line.
Entering Required Information

Manage Work and Locations Screen

Enter a summary of work and specify its location.

The Manage Work and Locations screen stores information about each instance of work for which the highway occupancy permit is needed.

Click the Work Summary field and type a brief explanatory summary about the work to be performed.

Complete the County, State Route, Segment and Offset fields to specify the location. For driveway applications, you must select a Driveway Indicator (left/right) based on ascending road offsets.
You may want additional information.

There are three web site links on the Manage Work and Locations page. The purpose of these links is to provide you with information regarding the location.

To enter the location information and view the pavement history of the location, click on **Pavement History**.

For help finding the exact segments and offsets, click **Video Log** to access the interactive Video Log.

To view planned or in progress projects at or near the work location, click on **MPMS IQ**.
View the pavement history of the work location.

Clicking on Pavement History will open the Interactive Straight Line Environment (ISLE) website.

Select Pavement History as the Current Template. Then, select the County, Route, and Segment of the work location.

Doing so will show the pavement history, by year, of the work location.
PennDOT’s Video Log locates segment and offset information.

The Video Log displays images of selected state routes and highways to help you identify your work location.

When you select a route, the video display moves along the route, segment by segment, just as if you were driving it.

Complete the fields to select and view a section of roadway and the travel direction.

Click Submit to open the video window.
Entering Required Information

Video Log – View Route

Find location information using the video display controls.

Click the play icon (►) to “drive” along the selected route. Click the stop icon (■) to pause the display.

The forward and back arrows move the display one segment at a time.

As you move along the route, the segment and offset information displays in the upper right window.

Continue displaying the route until you locate the required segment and offset information.

Close the Video Log window to return to ePermitting.
MPMS IQ

See other planned or in progress projects.

Clicking on MPMS IQ will access the Multi-Modal Project Mapping System Interactive Query. The map displayed will be for the location information you entered on the Manage Work and Locations page.
Add one or more work summaries to your application.

Enter the required information in the summary and location fields.

If you have another work summary to enter, click **Save & New** to open a new Manage Work and Locations screen.

After entering all work summary information, click **Save & Exit** to save your work and continue.
You may want to know what else is going on at this location.

Upon saving the Manage Work and Locations page, EPS will check other systems to determine if the location has planned maintenance, limited access, planned or in progress construction or is posted or posted and bonded. EPS will also check to determine if there are any other open (not closed-out) issued permits for the identified location. If EPS finds any of these, you will receive an alert, which does not prevent you from exiting or submitting the application. It is for informational purposes only for both the Applicant Team and for PennDOT.
Display or edit your work summaries.

The Work Summary and Locations screen displays the details for the work information you entered. You can return to it at any time by clicking **Work Summary and Locations** from the main Application Information screen.

Click **ADD** to enter a new summary.

Click the **Work ID** number to edit an existing summary.

Click **Delete** to remove a summary from the list.
Enter important details required for permit review.

In addition to work and location, PennDOT requires you to identify any special circumstances that may affect the issuance of a permit.

Application Identification information is required for all permit types. The entry screens are customized for easy entry of identification information.

From the main Application Information screen, click Application Identification.
Entering Required Information

Application Identification – Driveway

Complete the fields needed for a driveway permit.

If you are applying for a driveway permit, you must indicate the work dates. Click the calendar icon to select the dates when work will begin and end.

Complete the daily traffic fields and indicate if the driveway is reserved for a disabled person.

Click Save & Exit to return to the Application Information screen.
Entering Required Information

Application Identification – Utility

Complete the fields for a utility permit.

For utility permits, identification of the type of installation, repair or removal is required.

Click the calendar icon to select the dates when work will begin and end.

Complete the installation, repair and removal dropdowns.

Click **Save & Exit** to return to the Application Information screen.
Fee Information

View and enter information about application fees.

Fees may apply to a requested highway occupancy permit.

ePermitting helps you determine and enter the fees to be paid before the review process can be begin.

All fee information is verified during application review.

From the main Application Information screen, click Fee Information.
Fee Information Screen

Add fees and information about your payment method.

To locate and add fees for the application, click the **ADD FEE** button.

Use the **Payment By** field to indicate your payment method.

If you have a utility billing account with PennDOT, you can select the **Billing Account** for invoicing.

If you are paying by check, you can select **Check / Money Order**.
Select fees individually.

The Fee Selection screen lists information for all applicable fees in the Available Records section.

Locate the fees that apply to the type of permit you require. Click a column heading to sort the list as needed.

Click the checkbox beside one or more fees. Click Apply to add the fees to the Selected Records section.

Click OK to save the fees and return to the Fee Information screen.
Entering Required Information

Fee Paid Information – Check or Money Order

Indicate your payment method.

Click the ADD FEE button to select the fees for the application. The fees you select are listed for reference and the total is calculated for you.

If you are paying by check or money order, select the option from the Payment By dropdown.

Do not complete the Fee Paid Date or Check Number fields. PennDOT will enter this information when the application is processed.

You can add construction cost estimates for your records.
Utility billing accounts are invoiced monthly.

If your utility company has established a billing account, select the Billing Account option from the Payment By dropdown.

Click the Lookup icon to search for your billing account information.
Entering Required Information

Billing Account Selection Screen

Select your billing account.

Use the selection list to locate your billing account.

Click the plus sign beside the account to select it.

Your account information is entered on the Fee Information screen. Continue to add fees as needed. Remember to click Save to save your information.

Note that fees for issued permits are invoiced to the billing account the first business day of each month. Billing account information is managed by PennDOT using the CIMS module of ePermitting.
**Entering Required Information**

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**Saving Fee Information**

Save your fees to activate the links.

As you complete the Fee Information screen, click **Save** to save your work.

The links for each fee become active.

Click a link to move to the fee’s detail screen to change the unit quantity.

Click **Save & Exit** to return to the Application Information screen.
_fee Detail Screen

Change the number of units for multiple fees on the same application.

When you click a fee, the Fee Detail screen appears.

The Regulation Section for the permit type is displayed.

If you have more than one unit of the same fee, type the Number of Units in the field.

Click Delete to remove the fee from the list.

Click Save & Exit to save the information and return to the Fee Information screen.
Entering Required Information

Fee Information – Fee Totals

Manage the fees entered for the application.

After you Save the fee information, ePermitting lists the selected fees and calculates the total.

Click ADD FEE to add another fee.

Click a fee’s Description to return to its Fee Detail screen and edit the information.

To delete a fee, click the Fee Description to access its Fee Detail screen. Click the Delete button that appears on the toolbar.

Remember to click Save or Save & Exit to save your work as you go.
Lesson 6

Attaching Documents

Document Types

Document Formats

Pennsylvania Typical Application (PATA) Documents

Reference Materials and Forms
Save time and costs with electronic attachments.

Click the Attachments option to include electronic copies of forms, drawings, engineering plans, photographs or other important correspondence. PennDOT also adds attachments during application review.

Documents can be attached and viewed by all members of the Applicant Team and Review Team.

Note that attachments are stored and archived for each cycle of application review. If an application is resubmitted, documents from a previous submission cannot be changed.
Attaching Documents

Application Attachments Screen

Attach one or more documents to your application.

Click **ADD** to select documents for attachment.

All documents are linked to the application and stored in PennDOT’s Electronic Document Management System.

Document storage and access are secure. Only members of the Applicant Team for the application and PennDOT staff have access to view or manage attachments.
Identify and attach your document.

The Attachment Detail screen stores information about the documents and accesses a browse window to help you find your files.

Simply select a Document Type, enter a Document Description and Browse for the file you wish to attach.

After completing the fields, click the Attach button in the toolbar.

Click Back to return to the Application Attachments screen and continue.
Identification of Document Types

To help keep attachments organized, a specific Document Type is assigned to each attachment.

Click the type that describes the document you are attaching.
Document Description and File

Name your document and browse for the file.

Type a detailed Document Description in the field.

Click Browse to open your computer’s Choose File to Upload selection window. Browse to the folder and file to attach and click Open to select it. The selected file’s path and filename appear in the Document Name field.

You can select document files, up to 20 megabytes each, in standard PDF format or selected engineering formats.

Click the Attach button to attach your file and continue.
Attaching Documents

Application Attachments Screen - PATA

Attach Pennsylvania Typical Application (PATA) documents.

Click **ADD** in the PATA Documents section to select and attach the latest version of a required publication.

Like other attachments, PATA documents are linked to the application and stored in PennDOT’s Electronic Document Management System.
Document sorts by name or description are possible.

Select as many PATA publications as necessary, then click Apply or OK to add the selected records to the application.

Publications attachments can be removed by selecting a document from the Selected Records section and clicking OK or Apply.
Managing Document Attachments

Select and view any document attached to your application.

The Application Attachments window lists all documents attached to the current application.

Click the ADD button to add a new attachment.

Click the Document Type for a document to open a new window and view the complete document.

Click Delete to remove a document attachment. You can delete only documents you attached.

Click Add then Remove to remove PATA documents from the list.
The Permanent Records section is an organizational tool.

At this point, no documents are ever purged from EPS. However, some documents, such as permit and supplement records are automatically added to the Permanent Records section. Additionally, PennDOT EPS users have the ability to copy a document from the Attachments section to the Permanent Records section.

This is simply an easy way for PennDOT and the Application Team to view the most important documents associated with the application/permit.
Select publications and forms from a convenient list.

Click the Reference Material and Forms link in the Application Setup section of the Application Information screen.

The Reference Material and Forms screen contains links to all reference documents and forms for user convenience.
Select forms from a convenient list.

The Reference Material and Forms screen lists all reference documents and forms for user convenience.

Each listing is a link that is used to open and save a document.

If a form is already **writeable**, it can be completed, saved and attached to the application.

If the form is **not writeable**, it can be printed, completed, scanned, and attached.
Reference Material and Forms

Standard download prompts guide you through the process.

A series of prompts display, depending on the document type being opened.

If a document is not enterable, Adobe displays instructions to explain what you should do next.

For this example, you need to fill it out, print it, get signatures, have it notarized, scan for your records, and return it to PennDOT.
Lesson 7

Submitting an Application

Submitting applications you prepare

Withdrawing applications
Submitting an Application

Application Checklist

An application is ready to submit after:

- Applicant Information is entered;
- Coapplicants and Engineering Firms are entered (if needed);
- Application Identification information is entered;
- Work Summaries and Locations are entered;
- Fee Information is entered;
- Application Attachments are uploaded.
Review your application with the Application Summary.

A convenient summary display enables you to check the information entered on your application before you submit it to PennDOT.

Review the information carefully before submitting it to avoid unnecessary returns and resubmissions.

The summary can be printed as a single document for your files.

Click Application Summary to review all your information.
View all information in a single display.

The Application Summary displays all information entered for an application.

Access it at any time during the process to review all the details.

Click the Print button in the toolbar to open the summary as a single document in a new window. You can copy and paste the information into another document, if needed. A printer icon in the new window generates the summary to a selected printer or PDF file.
Submitting an Application

Submit Options

Submit your prepared application to PennDOT.

After you have entered the required fields, the Submit button appears in the toolbar of the Application Information screen.

Click Submit to submit the application to PennDOT for review. When you submit an application, the status changes from “Draft” to “Submitted.”

After the application is submitted, you can view the information, but you cannot make changes. If PennDOT “returns” an application to you for more information, it moves back to “Draft” status and starts a new cycle.
Submitting an Application

Submission Authorization Confirmation

Your electronic agreement completes the submission process.

After you click Submit, the Submission Authorization Confirmation window appears.

Click one of the buttons to indicate the type of Applicant.

To complete the submission process, click I AGREE.

To exit the window and keep the application in “Draft” status without submitting it, click I DISAGREE. You can continue to edit the document until it is submitted.
Submitting an Application

Withdrawing an Application

Withdraw an application if work is cancelled.

After an application is submitted, the Applicant or agent can use the withdraw option.

Click **Withdraw** to cancel the submission.

**Important Note:** If you withdraw an application, it cannot be edited or resubmitted. Use the **Withdraw** option only if you are certain the application is not needed.
Lesson 8

Email Notifications

Automatic notifications are sent to members of the Applicant Team and Review Team when needed.

Status changes trigger email notifications.
Automated Email Notifications keep work on track.

To expedite application processing, ePermitting generates emails to the email addresses associated with each user login.

- The Applicant Team receives email notifications when an application starts the review process, when a response is posted, when issued permits are available and when inactive applications are due for withdrawal.
- Emails notify the Review Team when an application is assigned and when a response is posted.
- Reminders notify the Review Team when activities are overdue.
<table>
<thead>
<tr>
<th>Email Type</th>
<th>Recipients</th>
<th>Purpose</th>
</tr>
</thead>
<tbody>
<tr>
<td>Application Submitted</td>
<td>Receiver</td>
<td>Every business day, ePermitting generates an email to all Receivers listing all “Submitted” applications available for their review.</td>
</tr>
<tr>
<td>Application Received</td>
<td>Applicant Coapplicant Engineering Firms</td>
<td>The Applicant Team is notified when a submitted application is received. The application status changes from “Submitted” to “Received.”</td>
</tr>
<tr>
<td>Review Team Assigned</td>
<td>Reviewers Approvers</td>
<td>Every business day, ePermitting generates an email to all members of the Review Team listing applications that have been assigned to them.</td>
</tr>
<tr>
<td>24-Hour Reminder</td>
<td>Receivers Reviewers Responders Approvers</td>
<td>If no activity has been recorded on an application under review within 24 hours, ePermitting generates a reminder email.</td>
</tr>
<tr>
<td>Response</td>
<td>Applicant Team Review Team</td>
<td>When a response is posted, an email is generated to all members of the Applicant Team and all assigned Reviewers and Approvers. The response to the Applicant Team includes a link to the Cover Letter and Response letter.</td>
</tr>
<tr>
<td>Reviewers Complete</td>
<td>Responder</td>
<td>Every business day, ePermitting generates an email to all Responders listing all “Under Review” applications available for their response.</td>
</tr>
<tr>
<td>Permit Issued</td>
<td>Applicant Team</td>
<td>After an approved permit or conditional permit has been issued, the Applicant Team is notified by email.</td>
</tr>
<tr>
<td>Withdrawal Reminders</td>
<td>Applicant Team</td>
<td>Returned applications are withdrawn automatically after 180 days. Reminders to resubmit are sent at 30-, 60-, 90- and 150-day intervals.</td>
</tr>
</tbody>
</table>
Email notifications keep ePermitting users informed.

ePermitting automatically generates emails when an action is performed.

This sample shows a response email sent to an Applicant after a response is posted.

Clicking the link moves directly to the ePermitting Login page so the Applicant can login and view the response letter.

---

Sample Email Notification

To: [Applicant email address]
CC: [Co-Applicants email addresses], [Engineering Firms email addresses], [Predetermined email addresses]
BCC: [Responder’s email address]
Subject: [Subject Line]
RE: Application: [Application ID]
Applicant: [Applicant Name]
Permit: [Permit ID]

[Email Text]

Click on the following link, or paste it in your web browser to access ePermitting:

ePermitting Link Text

PennDOT ePermitting – PLEASE DO NOT REPLY TO THIS EMAIL
Lesson 9

Managing Applications

Locating applications with the Quick Search and Advanced Search

Tracking application status

Understanding the application review process

Resubmitting a corrected application
Managing Applications

Applications Portal

Use the Portal to locate applications quickly to:

- Return to a “Draft” application for editing.
- View the status of an application that is “Submitted” or “Under Review.”
- Identify the Review Team and find contact information.
- Track multiple in-process applications.
- Open an application to view and print an issued permit or other important documents.
Quick Application Search

Locate any application by number.

When you login to ePermitting, the Applications Portal screen appears.

To open an application quickly, type its application number into the first box of the **Application** field.

Click **GO** to move directly to its Application Information screen.
Find one or more applications quickly with a flexible search.

The Advanced Search lets you find applications using virtually any combination of information.

From the Applications Portal screen, click **Advanced Search** to begin the search process.
Search Type

Search for permit applications or supplement applications.

The Advanced Search lets you find both permit applications and supplement applications.

To search for a permit application, select **Permit Application** as the Request Type.

Selecting Permit Application versus Supplement Application will change the Search Criteria options, as appropriate.
Define your search.

The Advanced Search lets you find applications using information entered in one or more fields.

Click any of the selection boxes to find specific data.

For text fields, type any combination of characters. Type an asterisk (*) before and after as a "wild card."

You must complete at least one field.

Click **Search** to locate the applications.

Click **Clear** to clear the fields and make new search selections.
View your applications.

The Application Search Results screen lists all the applications included in your search.

Click any column heading to sort the list by that column. Click the heading a second time to sort the column in reverse order.

To open an application, click its Application Number.

To start a new search, click Refine Search in the toolbar.
Managing Applications

Application Status Codes

Changes in status move the application to the next step and generate emails. All status changes are time-stamped for tracking purposes.

- **Draft**: The application is created but not submitted.
- **Submitted**: The application is submitted.
- **Received**: PennDOT has received the application.
- **Under Review**: An assigned Review Team is reviewing the application.
- **Building Response**: The review is complete and response is pending.
- **Permit Issued** or **Permit Denied**: The response is issued.
- **Returned for More Information**: The application is returned to the Applicant and must be resubmitted (in a new cycle).
Review Team activity is available for viewing.

When an application is in-process, all users can see its progress through the workflow.

On the Application Information screen, click **Review Team** to view the reviewers assigned to the application and the current review status.
Review Team Screen

View Review Team information.

Details for all Review Team activity are listed, including the name of the reviewer, the review status and the date activity was completed.

To see a complete history of the application’s progress in a single screen, click the status in the upper right corner.
Track the application’s history.

When you click an application’s status, the Work Flow Events screen lists all the activities performed, the person (and role) who performed it, the outcome status and the time performed.

Access the status tracking option any time you need to follow-up on an application.
Understanding the Review Process

ePermitting moves applications through the workflow automatically:

- Receivers are notified by email when an application is submitted.
- After verifying the information, Receivers assign an appropriate Level 1 Reviewer for County, District, Central Office of FHWA review.
- Level 1 Reviewers are notified by email about an assignment. They review the application and assign additional Reviewers as needed.
- When a review is completed, the application is forwarded to an appropriate Responder.
Managing Applications

Application Cycle: Receiving Process

Receiver Assigned
Depending on the application type, the system assigns the application to a **County** or **District** work queue. Application Status = Received

Reviewer Assigned
The assigned Receiver selects at least one Level 1 Reviewer.
- County Reviewer
- District Reviewer
- Central Office Reviewer
- Federal Reviewer
Application Status = Received

Receiver Complete
The application is forwarded to the selected Reviewer(s). Application Status = Under Review
Managing Applications

Application Cycle: Review Process

Review Complete
After adding comments and/or conditions, Reviewers mark their review as Complete. After all Reviewers have completed their reviews, the application is forwarded to the Responder.
Application Status = Pending Response

Review Team – Levels 2, 3, 4 and 5
Each Level 1 Reviewer(s) may assign Level 2 Reviewers as needed. Each Level 2 Reviewer(s) may assign Level 3 Reviewers as needed. Up to five levels of review are available.
Application Status = Under Review

Level 1 Review
The assigned Reviewer(s) start the review process.
Application Status = Under Review
Managing Applications

Understanding the Response Process

The Responder, and optional Approvers, are notified when a review is complete. They consolidate all comments and conditions and post a response to the Applicant Team, after the response is approved by an Authorizer.

- **Permit Issued:** The application is approved. The Response Letter and Permit can be printed and all review details and comments can be viewed online.

- **Return for More Information:** The application is returned. The Applicant can open the application, add information and resubmit it in “Cycle 2.”

- **Permit Denied:** The permit cannot be issued.
Managing Applications

Application Cycle: Response Process

Response Issued
After the Responder (and Approvers) have marked their response Complete, the Applicant Team is notified by email that the Response has been issued.
If the permit is approved, the cycle is complete.
If the permit is not approved, the application can be resubmitted and a new cycle begins.
Application Status = Permit Issued / Permit Denied / Return for Additional Information

Approvers – Levels 1 and 2
The Responder has the option of assigning additional Approvers.
Application Status = Building Response

Responder Assigned
After the review is complete, the application moves to the Responder Work Queue so a Responder can select it and begin the response.
Application Status = Building Response
Sample Response Letter

Automatic generation of response.

ePermitting automatically creates a response letter after a response is posted.

This sample shows the information included on a response letter after an application is complete.

Permit Issued

If a permit is issued, a PDF copy is available for viewing and printing.

Returned for Revisions

If more information is required, the application will be moved to the next cycle in “Draft” status. Complete or correct the information and resubmit it.
Managing Applications

Returned Applications

Applications can be resubmitted with additional information.

If PennDOT requires more information before issuing a permit, the application will be “Returned for Revisions.” You will be notified by email.

Open the application and click Update for Resubmit.
Resubmitting Applications

Cycles keep track of resubmitted applications.

When you update a returned application for resubmission, it moves to the next “cycle.”

Add or modify the information as requested by the PennDOT Review Team.

Click **Submit** to resubmit the application for review.

Click **Withdraw** if you no longer require the permit.

Note that returned applications are automatically withdrawn if not resubmitted after 180 days.
Lesson 10

Issued Permits

Viewing and printing an issued permit

Court Recording Notices (Conditional Approval)
Issued Permits

Viewing and Printing Issued Permits

Issued Highway Occupancy Permits are available online.

- When the permit is issued, PennDOT notifies the Applicant Team by email.
- Open the application to view information about the issued permit.
- View and print the permit directly from ePermitting.
- If court recording is required, a conditional permit is issued. The Court Recording Notice is emailed to you for easy completion and submission.
An email notifies the Applicant Team when a permit is issued.

Permit information and a printable version of the permit are available as soon as the permit is issued.

After receiving notification, open the application in ePermitting.

Click any of the links to view Review Team comments, the Response Letter, Permit Information or the printable Permit.
The Response Letter is available for viewing.

Click the Response Letter link to view a copy of the letter.

The letter contains important details and contact information.

Click Print to print a copy for your records.

Click Back to return to the Application Information screen.
View important data and details about the permit.

When PennDOT issues a permit, important information, such as the permit number and the effective dates, are entered in ePermitting.

Click Permit Information to view the details.

Click Back to return to the Application Information screen.
The permit is available in PDF format.

Click the Permit link to view the PDF copy of issued permit.

Use the print controls to view the full text of the permit, print the permit or save a copy on your computer.

All the information you need, including permit details, itemized work summaries, and all permit conditions are included on the permit.

Click Back to return to the Application Information screen.
If court recording is required, PennDOT makes it easy to respond.

If your permit requires court recording, the permit is “Conditionally Approved.”

Your notification email contains an attachment with the Recording Copy form you need.

Simply complete the form and submit it with your check to PennDOT.

After court recording is complete, your final permit will be issued and you will be notified by email.
Lesson 11

Utility Invoicing

Customer and Billing Accounts

Monthly Invoicing
Creating Customer Accounts and Billing Accounts

A utility company can establish a master “customer account” with PennDOT Central Office. After the main account is created, multiple “billing accounts” for invoicing to different addresses can be created for invoicing.

- Each customer account or billing account includes basic details such as address and contact information.
- Insurance and security information can be recorded for each customer account.
- After a billing account is established, fees for all issued permits and supplements are invoiced monthly.
ePermitting generates invoices automatically.

After a billing account has been established:

- The billing account is selected on the Fee Information screen of all new permit applications.
- After a permit or supplement is issued, the fee is billed on the first business day of the following month.
- ePermitting’s Customer Information Management System (CIMS) records and tracks all billing account and invoicing activity.
Invoices for all issued permits and supplements assigned to a billing account are generated monthly.

If you assign a billing account to an application, the fees applied to the application are invoiced when the permit or supplement is issued.

The invoice is emailed as a PDF attachment.

All application fees accrued for the month are included.

A summary section shows the total amount of fees.

Invoices are generated for each billing account.
Lesson 12

Emergency Permitting
The Emergency Permit Certificate
Creating an Emergency Permit Application
Emergency Permitting

Often utility companies need to perform work immediately, with no time to apply for a Highway Occupancy Permit. Only those companies who have been authorized by PennDOT to perform emergency work can do so without an issued permit.
Changes to Emergency Permitting

With the release of EPS 5.0, PennDOT re-engineered the emergency permitting process. The previous process of ordering Emergency Permit Cards (EPCs) is now obsolete. Utilities currently in possession of non-expired EPCs can continue to use them until they expire.

As soon as possible, but at least before your EPCs expire, follow the instructions found in this lesson for obtaining an Emergency Permit Certificate, which is the replacement for EPCs.

The sooner you switch from EPCs to the Emergency Permit Certificate, the sooner you can use the new emergency permitting functionality in EPS.
The Emergency Permit Certificate

An Emergency Permit Certificate is the authorization from PennDOT allowing a utility company to perform emergency work without an issued Highway Occupancy Permit.

If your company performs emergency work and does not have any EPCs, has EPCs that are expiring shortly, and does not currently have an active Emergency Permit Certificate, then your company needs an Emergency Permit Certificate.
Emergency Permit Certificates and BPIDs

Certificates are linked to Business Partner IDs. Therefore, if your company has multiple BPIDs, a certificate is needed for each BPID.

Each BPID authorized to perform emergency work needs one certificate that is applicable within the entire state of Pennsylvania.

PennDOT can create certificates for utility companies who do not have a BPID; although, you are strongly encouraged to become an ePermitting business partner and use ePermitting for all your Highway Occupancy permitting needs.
Emergency Permitting

**About Emergency Permit Certificates**

Emergency Permit Certificates:

- Are free
- Can be requested on-line through ePermitting
- Are applicable statewide
- Can be printed on-demand
- Expire after one year
- Can be renewed on-line through ePermitting
It is easy to request an Emergency Permit Certificate using EPS

Log in to EPS to access the Applications Portal page.

From the green toolbar at the top of the page, click on Emergency and then Request Certificate.

Note that this option will not be available if your BPID already has an active Emergency Permit Certificate.

Selecting Request Certificate will open the Create Emergency Permit Certificate page.
The Create Emergency Permit Certificate Page

Only basic information is needed.

Much of the information needed on this page will be populated for you, based on your login credentials. Only some of the fields are editable.

The email address entered here will be used by the system to send emails regarding certificate renewals and status changes.

While your certificate will be valid statewide, select the District or the District and County with which you work most often.
Submitting the Certificate Request to PennDOT

Simply click on the Submit button.

When you are finished reviewing and modifying the contact information to be on the certificate, click on the Submit button.

Much like a permit application, PennDOT will receive your request and PennDOT will respond to your request.

Certificate requests can be denied or issued.
Printing your Emergency Permit Certificate

Access your certificate

Once PennDOT responds to your request for a certificate, the email address identified on the Create page will receive an email. If PennDOT has issued a certificate to your company, the certificate will be attached to the email.

You can also access the certificate by logging in to EPS and selecting **Emergency>Display Certificate** from the green toolbar.

Access the Emergency Permit Certificate page to **Resend** the certificate via email, at any time.

Regardless of how you access it, you can print as many copies of the certificate as needed.
Renewing Your Emergency Permit Certificate

It is even easier to renew an expiring certificate.

Emergency Permit Certificates are good for one year from the issuance date.

45 days prior to the expiration of your certificate, you will have the option to renew it. Simply log in to EPS, select Emergency>Display Certificate from the green toolbar, and then click on the Renew button.

Your certificate is automatically renewed! You can print it out immediately.

30 days prior to the expiration of your certificate, an email will be sent as a reminder to renew it.
Inactive Emergency Permit Certificates

In the unlikely event that PennDOT REVOKES your certificate OR if your certificate expires, your certificate will become inactive.

If you need a certificate and yours is currently inactive, you will need to call your PennDOT district permit office and request that your certificate be reactivated.
In the Event of an Emergency

Once you have an active Emergency Permit Certificate, you are authorized to perform emergency work without first receiving a Highway Occupancy Permit.

In the event of an Emergency, it is important you follow this procedure:

1. At the time of the emergency, have someone in your organization contact PennDOT.

2. Within 15 days of the emergency, submit a permit application for the work to PennDOT.
Contacting PennDOT

You can contact PennDOT in regards to an emergency 24/7 via EPS by starting an emergency permit application. Doing so has several benefits:

• You are simultaneously contacting PennDOT AND starting your required emergency permit application.

• If the work is currently ongoing, any district emergency contacts such as media, authorities, government officials, etc. will be automatically notified as well.

• You will receive an email notification to remind you to complete your permit application within 15 days.
Contact PennDOT and Start Your Emergency Permit Application

Start from the portal page.

Log in to EPS. From the green toolbar, select **Emergency > Create Emergency Application** OR click on the **Applicant** link under the Create Emergency Permit Application section.

The Create Emergency Application page will display.
The Create Emergency Application Page

Only the important information is needed.

The contact information section will automatically populate with information related to your BPID.

Creating an emergency application is very much like creating a non-emergency application, except only the most important information is needed right away.
Contact PennDOT and Start Your Emergency Permit Application

Only the important information is needed.

Enter the rest of the information on this page.

Pinpoint the location of the emergency as best you can.

If the work has already been completed, select a Work Status of Complete and enter the date it was completed.

If the work is currently ongoing, select a Work Status of Pending and select the current Road Status. Be sure to provide as detailed a Description as possible as this information is provided in emails to PennDOT and other contacts.
That’s It!

Just Save & Exit.

Once you have entered the information on the Create Emergency Application page, click Save & Exit.

- PennDOT will be notified of the emergency.
- The Emergency Application Information page will be displayed.
- You can continue to work on this application now, or later. Just remember to submit it within 15 days.
Lesson 13

Supplements

Creating and Submitting Supplement Applications

Accessing Supplement Applications

Supplement Features
Types of Supplements

Applicant Team Members or an Agent for the Applicant can create two types of supplements in EPS:

- Create a **Time Extension** Supplement if the permitted work will not be completed by the permit Expiration Date.
- Create a **Change in Work** Supplement if there is a change in the work to be done as it is described on the permit.
Eligible Permits

There are some preconditions to being able to create a supplement for a permit.

- The permit must have a status of Permit Issued.
- The permit can not have a Closed-Out date.
- Utility and Miscellaneous permits can not have an Expiration Date more than 30 days passed.
- There can be only one supplement for each Type in process at any given time for a single permit. For example, once a Time Extension supplement is created for a permit, another Time Extension supplement cannot be created for that permit until the first one has been reviewed by PennDOT and a response posted for it.
Access the permit application.

After a permit is issued, supplements can be created for it.

To begin the supplement process, access the permit for which you want to create a supplement. Use the Advanced Search or the Application Search.

In addition, because the permit is issued, you can search by Permit Number. Searching by Permit Number will access the Permit page for that number.
Getting Started

Select Create Supplements and the Supplement Type.

If the permit meets the before-mentioned conditions, there will be a Create Supplements button on the toolbar on the Application Information page as well as the Permit page.

Clicking on the Create Supplements button will display the Supplement Type options available to you for the permit.

Selecting a Type option will display the Create Supplement page for that type.

Select Permittee Name Change if there is a change of Applicant or Co-Applicant. Doing so will provide a link to the appropriate form to fill out and send to PennDOT.
Start your application on the Create Supplement page.

The fields available on the Create Supplement page will depend upon the type of supplement you are creating.

For a Time extension, use the Supplement Expiration Date field to specify if you are extending the permit expiration date by 6 months, 12 months, or until a specific date.

Regardless of the type, you will always need to enter a justification for the supplement.
Supplement Application Information

A new look for existing functionality.

When you are finished on the Create Supplement page, click on Save & Exit to display the Supplement Application Information page.

While it looks different, the Supplement Application Information page functions the same as the Application Information page used when creating a permit application. The same pages (Attachments, Fees, etc.) are available from here, in folder tab format.
Supplement Application Information

New Navigation

The Supplement Application Information page will always open to the Setup>Information tab.

Setup is the Tab and Information is the sub-tab. You will always know which Tab/Sub-Tab you are on, as it will be highlighted.

Click on tabs to open them, or use the new navigation options on the left to navigate through the tabs.
There are many similarities between permit and supplement applications. Until a supplement application is submitted, it will be in Draft status. A new supplement application will always start out in Cycle 1. If, after you submit it, PennDOT returns the application to you for revisions, you can update the application for resubmittal. The cycle will change accordingly. Just like a permit application, you can Withdraw a supplement application at any time until PennDOT posts a response.
The supplement is always associated with the permit.

The first supplement created for a permit will be ‘01.’ The second supplement created will be ‘02,’ etc. At any time, click on the Supplement Application link to return to the Setup>Information tab.

The permit number is displayed. Click on the link to go to the Permit Page.

The permit application number is displayed. Click on the link to go to the Application Information page for the permit application.
Setup>Information Tab

Setup the Supplement

Regardless of the type of supplement you are creating, the Setup>Information tab is available and contains Header information and the information entered on the Create Supplement page, which is still editable.
Setup > Work Summary and Locations Tab

Add, edit, or delete work summaries, as needed.

When creating a Change in Work supplement, the Work Summary and Locations tab is available for you to enter updated information regarding the work to be performed as part of the permit.

The Work Summaries on the original permit application or the most recently issued Change in Work supplement are automatically populated on the new supplement.
Continue to create the supplement application as you would a permit application.

The Setup>Identification tab is the same as the Application Identification tab on the permit application.

You must still enter the dates work is supposed to begin and end; although, they will automatically be populated with the dates on the original permit or the most recently issued supplement.
Setup>Fee Information Tab

Add, edit, delete fees as needed.

The Setup>Fee Information tab is the same as the Fee Information page on the permit application, except that the application fees and any exemptions are automatically selected for you.

You can still opt to pay by Billing Account and select the appropriate billing account.
Attach documents to your supplement application. The Setup>Attachments tab is the same as the Attachments page on the permit application.
Setup>Attachments History Tab

View the permit and supplement history of attachments.

The Setup>Attachments History tab is a convenient means of viewing a list of and/or accessing any documents attached to the original permit application and all supplements associated with the permit application.

Attachments to the permit and to other supplements are listed.

Attachments to the current supplement are also listed.
View and/or print the supplement application.

The Setup>Supplement Summary tab provides you with a central location for all information entered on the application, just like the Application Summary on the permit application.

This tab is display-only.
Submit the supplement application just like a permit application.

When you are finished with the supplement application and are ready to submit it to PennDOT, you can do so from any Setup tab except the Supplement Summary tab.

Simply click on the Submit button.

You will receive the same Submission Authorization Confirmation as when you submit a permit application.

The status of the application will change to Submitted.

The Review Process for a supplement is the same as it is for a permit.
Accessing a Supplement

You can get to a supplement from the permit application.

Once the first supplement for a permit is created, a new link appears in the Permit section of the Application Information page: Supplement List.

Clicking on Supplement List will display the Supplement List page.
Find the supplement you want to open on the Supplement List.

Clicking on Supplement List will display the Supplement List page.

Click on the hyperlink to open the supplement.
Supplements

Supplement Issued

You will be notified when PennDOT issues your supplement.

Upon supplement issuance, the Applicant Team will receive an email.

Access the supplement via the link on the email or Search.

You can always find the issued supplement on the Supplement>Supplement tab.

You can print this page and/or print the automatically attached supplement from the Attachments page.
### Supplement Features

An issued supplement looks much like an issued permit.

Upon supplement issuance, the **Supplement Number** is generated.

The Supplement Number is the Permit Number with an added two digit sequential number (01, 02, etc).

The first supplement issued for the permit will be 01, the second 02...)

The permit justification, as edited by PennDOT, will appear on the supplement.

Any Supplement Conditions added by PennDOT will be on the supplement.

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**Highway Occupancy Permit Supplement**

<table>
<thead>
<tr>
<th>Name and Address of Permittee:</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACW TEST</td>
</tr>
<tr>
<td>55 Better House Way</td>
</tr>
<tr>
<td>Mechanicsburg, PA 17050</td>
</tr>
</tbody>
</table>

| Original Permit Number: 02022514 |
| Permit Type: Driveway            |
| Permit Sub Type: Local Road      |
| Permit Application: 19942         |

**Municipalities:**
- Clara Township
- Pleasant Valley Township
- Sweden Township
- Ulysses Township

**County:** Potter

**Issuing District Office:** 2-0

---

**Change Description**
- Changing Name due to Marriage

Supplement No. 02022514-01

---

**Supplement Conditions**

1 of 2
- **RESTORATION SECURITY SHALL BE SUBMITTED TO THE DEPARTMENT AT LEAST 30 DAYS PRIOR TO START OF WORK. NO WORK MAY BE PERFORMED UNTIL SECURITY IS APPROVED.**

2 of 2
- **CONTACT COUNTY PERMIT INSPECTOR AT LEAST 3 WORK DAYS PRIOR TO START OF WORK AT _____.**
Quick Search for Supplements

The Quick Search can be even Quicker.

Once you know the Supplement Number for a supplement application (1, 2, 3, etc.), you can enter that number into the second Application field on the portal page to Search by Permit Application Number plus Supplement Number. Doing so will open the Supplement Application Information page.

Once the Supplement is issued, you can enter the issued Supplement Number (01, 02, 03, etc.) into the second Permit field on the portal page to Search by Permit Number plus Supplement Number. Doing so will open the Supplement page.
Supplements

Advanced Search for Supplements

Tailor your search for the supplement.

For Advanced Search, selecting a Request Type of Supplement displays the Supplement Search page, with fields tailored to searching for supplements.

Otherwise, the Advanced Search for supplements functions the same as the Advanced Search for permit applications.
Lesson 14

Post Issuance Activities

Entering the Physical Work Completion Date

Editing Engineering Firm Information
Enter a Physical Work Completion Date

Keep the permit information up to date.

Once the permitted work has been completed, you can indicate that on the Permit Information page by selecting or entering a Physical Work Completion Date.
Adding an Engineering Firm

You can keep the engineering firm information up to date.

After a permit has been issued, as an Applicant Team Member, you can **add an Engineering Firm** to the permit application record.

To do so, access the **Applicant Team Information page** of the permit application.

Click on the **Edit** button in the Engineering Firm Info section and add an engineering firm, the same way you do for an application in Draft status.
Deactivating Engineering Firms

You can not delete engineering firms from an issued permit record; however, you can **deactivate** them. A deactivated engineering firm:

- Will not receive Applicant Team email notifications pertaining to that permit.
- Will not be able to create a supplement for that permit.
- Will not be able to view any supplements created after being inactivated.
- Will not be able to edit the Applicant Team page.
Deactivating an Engineering Firm

Access the Applicant Team Information Page to deactivate an Engineering Firm.

On the Applicant Team Information page, click on the hyperlink for the Engineering Firm member you want to deactivate.

The Engineering Firm Information page for that Engineering Firm member will display.
Deactivating an Engineering Firm

Deactivate the Engineering Firm member.

On the Engineering Firm Information page, click on **Action>Deactivate** option.

Then, click on **Save & Exit**.

Back on the Applicant Team Information page, the Engineering Firm will now be listed with a status of **Inactive**.

You can always go back and **Reactivate** the Engineering Firm, if necessary.
Lesson 15

Inspection and Closeout

CIMS Inspection Accounts

Notify PennDOT

Inspection Cost Invoicing
CIMS Inspection Accounts

A permittee who is issued a permit that requires continuous inspection (condition code 318) will be required to have an ECMS BPID, a CIMS Customer Account, and at least one CIMS Billing Account used for inspection cost invoicing.

- Acquiring an ECMS BPID
- Acquiring a CIMS Customer Account
- Acquiring a CIMS Billing Account
**CIMS Inspection Accounts**

**Acquiring a BPID**

Navigate to the ePermitting system: [https://www.dot14.state.pa.us/EPS/home/home.jsp](https://www.dot14.state.pa.us/EPS/home/home.jsp)

Click the here hyperlink in the Login section

Business partners who apply for or work with highway occupancy permits only can acquire a BPID for EPS only by following instructions for an ePermitting Business Partner

Business partners who wish to access ECMS in addition to EPS can acquire a BPID for both systems by following instructions for a New ECMS Business Partner
CIMS Inspection Accounts

Request for ECMS Business Partner Log In Credentials
E-Permitting ONLY

NOTE: Please provide complete information. Incomplete applications will delay processing of business partner credentials.

<table>
<thead>
<tr>
<th>Company Name:</th>
<th>Date Submitted:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Applicant Last Name:</td>
<td>Applicant First Name:</td>
</tr>
</tbody>
</table>

Check here       Role Requested

☐ E-Permitting Business Partner SECURITY ADMINISTRATOR

This role has the ability to create users for their organization and grant one or more of the following two roles.

☐ Applicant (Applicant, Co-Applicant, Engineering Firm)

☐ Business Partner Read-Only

PLEASE E-MAIL COMPLETED APPLICATION TO:
RA-pdECMDSecurity@pa.gov

ECMD Use Only:
Entered By: ____________________________
Entered Date: __________________________

Acquiring a BPID (for access to EPS only)

Complete the request form and email it per instructions in the form.

When the registration process is complete, the business partner’s EPS Administrator will receive an email with their EPS User ID and password.
CIMS Inspection Accounts

Acquiring a BPID (for access to ECMS and EPS)

Navigate to the ECMS Home page (http://www.dotdom2.state.pa.us/)

Click Business Partner, then Registration

Fill out the agreement form and mail it to ECMS (per instructions in the form)

Click the Register button, and complete all mandatory fields in each tab

When the registration process is complete, the business partner’s ECMS Administrator will receive an email with their ECMS User ID and password
CIMS Inspection Accounts

After successfully registering for and acquiring an ECMS BPID, notify the PennDOT District Permit Manager to request that they set up your CIMS Customer and Billing Accounts for inspection cost invoicing.

<table>
<thead>
<tr>
<th>District</th>
<th>Permit Manager / Contact</th>
<th>Phone #</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Michele Morningstar</td>
<td>814-678-7156</td>
<td><a href="mailto:mmorningst@pa.gov">mmorningst@pa.gov</a></td>
</tr>
<tr>
<td>2</td>
<td>Nicholas Ninosky</td>
<td>814-765-0512</td>
<td><a href="mailto:nninosky@pa.gov">nninosky@pa.gov</a></td>
</tr>
<tr>
<td>3</td>
<td>Jim Krise</td>
<td>570-368-4290</td>
<td><a href="mailto:jkrise@pa.gov">jkrise@pa.gov</a></td>
</tr>
<tr>
<td>4</td>
<td>Bob Kretschmer</td>
<td>570-963-4067</td>
<td><a href="mailto:rokretchm@pa.gov">rokretchm@pa.gov</a></td>
</tr>
<tr>
<td>5</td>
<td>Brian Boyer</td>
<td>610-871-4465</td>
<td><a href="mailto:briboyer@pa.gov">briboyer@pa.gov</a></td>
</tr>
<tr>
<td>6</td>
<td>Rich Avicolli</td>
<td>610-205-6795</td>
<td><a href="mailto:ravicoli@pa.gov">ravicoli@pa.gov</a></td>
</tr>
<tr>
<td>8</td>
<td>Mazhar Malik</td>
<td>717-787-8789</td>
<td><a href="mailto:mmalik@pa.gov">mmalik@pa.gov</a></td>
</tr>
<tr>
<td>9</td>
<td>Nichole Mertens</td>
<td>814-696-7260</td>
<td><a href="mailto:nmertens@pa.gov">nmertens@pa.gov</a></td>
</tr>
<tr>
<td>10</td>
<td>Courtney Snyder</td>
<td>724-357-2831</td>
<td><a href="mailto:cousnyder@pa.gov">cousnyder@pa.gov</a></td>
</tr>
<tr>
<td>11</td>
<td>John Brosnan</td>
<td>412-429-4804</td>
<td><a href="mailto:jbrosnan@pa.gov">jbrosnan@pa.gov</a></td>
</tr>
<tr>
<td>12</td>
<td>Rick Marker</td>
<td>724-439-7310</td>
<td><a href="mailto:rimarker@pa.gov">rimarker@pa.gov</a></td>
</tr>
</tbody>
</table>
Notifying PennDOT

A permittee who is issued a permit will be able to notify PennDOT about the status of the permitted work in EPS.

- Permitted Work Ready to Start
- Permitted Work Completed and Ready for Closeout
Notifying PennDOT

Permitted Work Ready to Start

From any screen for an issued permit, click the **Notify PennDOT** menu option

Then click the **Ready to Begin Work** option
Notifying PennDOT

Permitted Work Completed and Ready for Closeout

From any screen for an issued permit, click the Notify PennDOT menu option.

Then click the Work Completed & Ready for Closeout option.
Inspection Cost Invoicing

Permittees (with an issued permit that requires continuous inspection) are required to reimburse PennDOT for the cost of inspection.

The ePermitting system will generate and send an invoice to the email address of the selected CIMS Billing Account contact (of the Permittee) for any inspection costs that have been submitted by an Inspector (via an M-371A form) and approved by PennDOT in EPS.

- Invoices generated twice-per-month (1st business day and 1st business day after the 15th)
- Invoice attached to email sent to CIMS Billing Account contacts
- Hyperlink in body of email to EPS Invoice Portal screen
**Inspection and Closeout**

**Inspection Cost Invoicing**

The email address used for the CIMS Billing Account selected for a permit requiring continuous inspection may receive emails from EPS with an attached invoice.

Click the hyperlink to access the Invoice Portal in EPS containing all relevant reimbursement records and M-371A forms.

Open the attachment to view the invoice.
Inspection and Closeout

Inspection Cost Invoicing

Invoice Portal

Click the **Invoice Number** hyperlink in the Invoice Number column to view the invoice (PDF).

Click the **Invoice Type** hyperlink in the Invoice Type column to view any applicable securities.

Click the **M-371** hyperlink in the Reimbursements column to view the applicable M-371A form.
Lesson 16

Assign, Cancel, or Revoke Permits

Assignment

Cancellation

Revocation
Assignment

- When the name of the Permittee and/or Co-Applicant must be changed when the permit is in a status of Closed-Out, PennDOT considers this to be an Assignment.
- Assignment is also used when ownership of an installed facility changes (after the permit is Closed).
- Submit a completed M-948 form to request that a permit (in Closed status) be assigned.
- PennDOT will review the request, and if there are no issues, will assign the permit to the new permittee(s).
Assign, Cancel, Revoke

Assignments

Initiate Assignment

Access the applicable permit (in Closed status) via Quick or Advanced Search.

Click the Assignment button on the menu bar to initiate an Assignment.

Note: you will be unable to initiate an Assignment if there is another Assignment in progress.
Assignment Instructions

As an Applicant or Agent for the Applicant, you will not actually be able to initiate the assignment in EPS.

When you click the Assignment button, you will be directed to a page reflecting the instructions for initiating an Assignment.

Follow the instructions, and PennDOT will complete the Assignment on your behalf.

Click the OK or Cancel button to exit the instructions page, and return to the Application record in EPS.
Cancellation

- A permit can be cancelled if unused.
- Contact PennDOT to request that a permit (in Issued or Under Inspection status) be cancelled.
- PennDOT will review the request, and if there are no issues, will cancel the permit in EPS.
- Cancelling a permit also cancels any issued supplements, and withdraws any draft or in-process supplements.
Cancelling a Permit

After PennDOT completes the cancellation, EPS generates a cancelled version of the Permit (PDF) and sends it to the applicant team.

The status of the record in EPS is also updated to Cancelled.

Any refunds will need to be processed outside of EPS.
Revocation

- PennDOT may revoke a permit (in Issued, Under Inspection or Closed status) in EPS for a number of reasons, such as:
  - Failure to comply with regulations
  - Failure to comply with permit conditions
  - Non-payment of fees

- Revoking a permit also revokes any issued supplements, and withdraws any draft or in-process supplements.
Revocation

After PennDOT completes the revocation, EPS generates a revoked version of the Permit (PDF).

The status of the record in EPS is also updated to Revoked.
Lesson 17

Getting Help with ePermitting

Determine whom to call

Online Help
Help with ePermitting

Identifying the Type of Help You Need

To ensure that you get the assistance you need and as quickly as possible, please follow these simple steps:

- Locate the type of problem you are having on Problem Types list.
- Identify whom to contact for the problem type.
View information and instructions online.

Click the Help button from any screen to access online help.

Information for each user screen is available.

Click the Contents tab to view all help sections or “books.” Click a book to open it and view its topics. Click a topic to display the text.

Click the Index tab to locate topic information alphabetically.

Click the Search tab to locate specific information.
## Contacts for Different Types of Problems

<table>
<thead>
<tr>
<th>PROBLEM TYPES</th>
<th>CONTACT</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Help Information</td>
<td>EPS Online Help</td>
</tr>
<tr>
<td>ePermitting Data Corrections, Business Process, or Functionality Questions</td>
<td>District Permit Manager</td>
</tr>
<tr>
<td>Data Correction</td>
<td></td>
</tr>
<tr>
<td>ePermitting business process questions</td>
<td></td>
</tr>
<tr>
<td>Identifying work locations and descriptions</td>
<td></td>
</tr>
<tr>
<td>All ePermitting system function related questions</td>
<td></td>
</tr>
<tr>
<td>File Attachments: Policy, Attach, Find, Change</td>
<td></td>
</tr>
<tr>
<td>ePermitting System Errors</td>
<td>PennDOT IT Service Desk at 717-783-8330</td>
</tr>
<tr>
<td>System Down</td>
<td></td>
</tr>
<tr>
<td>Web Page Not Found</td>
<td>Toll Free 855-783-8330</td>
</tr>
<tr>
<td>ePermitting Security and Registration Issues</td>
<td>ECMD Helpdesk 717-783-7711</td>
</tr>
<tr>
<td>ePermitting Login/ User ID / Password</td>
<td></td>
</tr>
<tr>
<td>Security Roles: Add/Edit/Delete/Change</td>
<td></td>
</tr>
</tbody>
</table>

**Locate the correct contacts.**

In the Help File, click “Help with ePermitting” in the main table of contents.

The types of problems are listed, with instructions on whom to contact.