



# Oracle Public Sector Compliance and Regulation Cloud

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**Using Business Licenses**

**20C**



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# Preface

This preface introduces information sources that can help you use the application and this guide.

## Using Oracle Applications

This topic explains the text conventions used in this guide and points you to where you can find more information about using Oracle applications.

### Conventions

The following table explains the text conventions used in this guide.

Convention	Meaning
boldface	Boldface type indicates user interface elements, navigation paths, or values you enter or select.
monospace	Monospace type indicates file, folder, and directory names, code examples, commands, and URLs.
>	Greater than symbol separates elements in a navigation path.

### Additional Resources

- Community: Use [Oracle Cloud Customer Connect](#) to get information from experts at Oracle, the partner community, and other users.
- Guides and Videos: Go to the [Oracle Help Center](#) to find guides and videos.
- Training: Take courses on Oracle Cloud from [Oracle University](#).

## Documentation Accessibility

This topic covers accessibility concepts for this guide.

For information about Oracle's commitment to accessibility, visit the [Oracle Accessibility Program website](#).

Videos included in this guide are provided as a media alternative for text-based help topics also available in this guide.

## Contacting Oracle

This topic explains how to contact Oracle for support and to provide feedback.

### Access to Oracle Support

Oracle customers that have purchased support have access to electronic support through My Oracle Support. For information, visit [My Oracle Support](#) or visit [Accessible Oracle Support](#) if you are hearing impaired.

### Comments and Suggestions

Please give us feedback about Oracle Public Sector Compliance and Regulation applications help and guides! You can send an e-mail to: [PSCR\\_US@oracle.com](mailto:PSCR_US@oracle.com).

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# 1 Managing Public Users

## Overview of Public User Accounts and Profiles

Public users can interact with an agency for either personal projects or for business projects. To distinguish personal activity from business activity, the accounts for registered public users can have multiple profiles.

### Accounts Versus Profiles

Accounts for registered public users can include one personal profile and one or more business profiles. The personal profile represents the user's personal dealings with the agency, while the business profiles each represent a business on whose behalf the user interacts with the agency.

Applications are associated with specific profiles rather than with the overall account. When the user starts an application, the application is associated with the currently selected profile. Similarly, when users view their existing applications, the system displays the subset of applications that are associated with the current profile.

The public user registration process creates a default profile for the user. During registration, the user indicates whether the account use is personal or business. Information that is provided during registration is associated with this default profile.

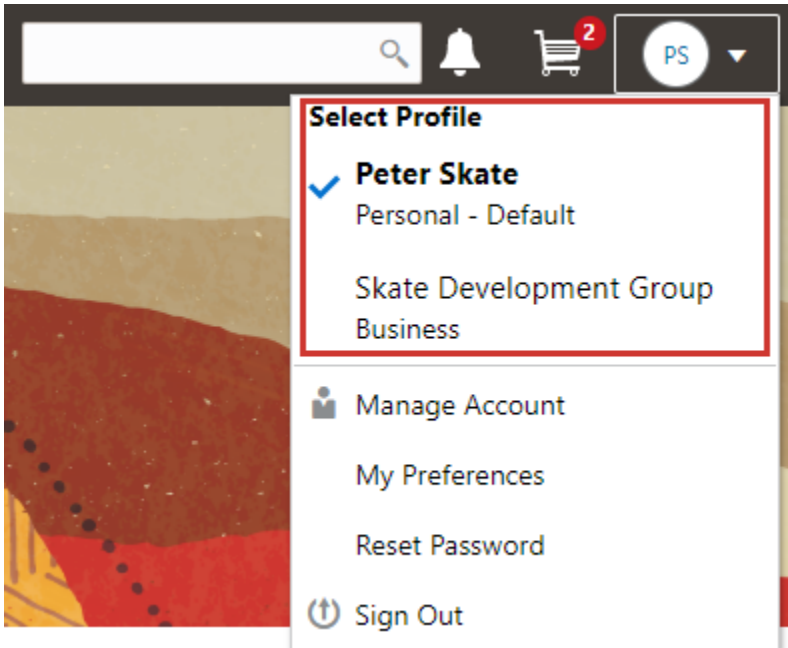
After an account is created, additional profiles can be added. If an account has multiple profiles, any profile can be designated as the default profile. Profiles can be made inactive, but they can't be deleted.

### Profile Selection

When a user signs in, the user's default profile is the current profile.

The user's initials appear in the page header. Clicking the initials displays a menu of account-related options, including a Select Profile section that list all of the user's profiles. A check mark indicates the profile that's currently active. To switch to a different profile, the user simply clicks the other profile name.

This example illustrates the Select Profile option in the account menu.



A user who has multiple profiles can switch to another profile on pages that contain profile-sensitive information. When the user changes profiles on a profile-sensitive page, the data on the page reloads to show the selected profile's data. If the page isn't profile-sensitive, the user can go to the landing page to switch profiles.

## Account Data Versus Profile Data

Accounts have certain information that applies to all profiles. This account information includes the following:

- **Name:** the name of the person who owns the account.
- **Access:** the user name that is used for signing in, the email address that is used during the registration process, and the user's IVR code for accessing inspection schedules.
- **Additional Information:** whether the user's contact information is hidden from public view.

Your agency configures whether to give users this option..

- **Attachments:** documents that have been uploaded to the account.

Attachments can be associated with either an account or with a specific profile. The list of attachments for the account displays both account attachments and profile attachments. It identifies which profile, if any, the attachment is associated with.

- **Terms of Use:** the terms of use to which the user agreed.
- **Conditions:** restrictions that prevent certain actions or issue warnings when the actions are attempted.

Conditions can be associated with either an account or with a specific profile. The list of conditions for the account displays only the account-level conditions.

Profiles contain additional information. This profile-specific information does not get synchronized across multiple profiles. Profile information includes the following:

- **Profile Basics:** the profile name, type, active/inactive status, and whether it is the default profile for the account.

- **Profile Information:** the business name and business type for a business profile. This category isn't relevant to personal profiles.
- **Contact Information:** addresses, email addresses, and phone numbers.
- **Contacts:** people who might be added as contacts for application that are associated with this profile.

When adding contacts to an application, users can quickly pick contacts who are already associated with the profile rather than having to manually add a new contact.

- **Licenses:** a list of licenses such as contractor licenses, the contractor status for the profile, and any related verification statuses.
- **Trust Accounts:** a list of payment accounts and any related verification statuses.
- **Attachments:** documents that have been uploaded to the account.

Attachments can be associated with either an account or with a specific profile. The list of attachments for a specific profile displays only that profile's attachments.

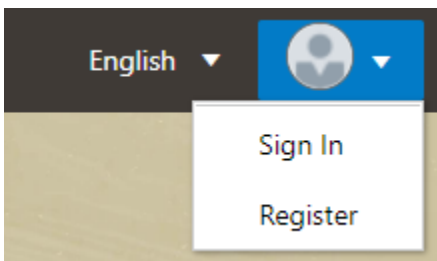
- **Conditions:** restrictions that prevent certain actions or issue warnings when the actions are attempted.

Conditions can be associated with either an account or with a specific profile. The list of conditions for a profile displays only the conditions that are specific to the profile.

## The Public User Registration Process

Although anonymous users can access information that is available to the general public, users must register before starting applications or performing most application-related activities.

When a public user is not signed in, the account menu on the anonymous user landing page includes options for registering and signing in.



Here is a summary of the registration process:

1. On the landing page for anonymous users, the public user clicks the account icon and then clicks the **Register** menu item.
2. The user enters information on the Register page.
3. The user accepts the registration terms of use.
4. The user submits registration information.
5. A confirmation page directs the user to complete the registration process by following instructions in an email that the system sends.
6. The user clicks the link in the email to set up the account password.
7. The user submits the password to complete the registration process.
8. The system takes the user to the registered public user landing page.

To sign in again in the future, the public user clicks the account icon in the landing page header and then clicks the **Sign In** menu item.

This example illustrates the Register page.

## Register

\* Account Use  Personal  Business

Are You a Contractor?   [Add License](#)

? Mask My Contact Information from Public View

Salutation

\* First Name

\* Last Name

\* Business Name

\* Email Address

\* User Name

Country US

Postal Code

[Don't know](#)

? \* IVR Access Code

Phone  1   Ext.

[Terms and Conditions](#)  
Read and accept the terms and conditions before proceeding

[Register](#)

## Entering Registration Information

Users enter the following registration information.

Page Element	Description
Account Use	<p>Indicates whether this is a personal account or a business account.</p> <p>Accounts can have both personal and business profiles. The registration process creates a single profile, and additional profiles must be added later. The <b>Account Use</b> setting determines whether the default profile that is created during registration is a personal or business profile.</p> <p>For more information about profiles, see <a href="#">Overview of Public User Accounts and Profiles</a>.</p>

Page Element	Description
<b>Are You a Contractor?</b>	<p>Indicates whether the account holder is a contractor. This switch is visible only if the user selects <b>Business</b> as the account use. The user's contractor status is associated with the business profile that is created during the registration process.</p> <p>License information is required when a user self-identifies as a contractor. When this switch is set to the on position, the user must click the adjacent <b>Add License</b> button to provide license details.</p>
<b>Add License</b>	<p>Used to provide details of a trade license held by a business. This button is visible only if the user selects <b>Business</b> as the account use. License information is required if the user self-identifies as a contractor. License information is optional for other businesses.</p> <p>Clicking this button opens the Contractor License Details page, which includes these fields: <b>License Type, License Number, Issued On, and Expiration Date.</b></p> <p>After the user saves license information, the <b>Add License</b> button changes to an <b>Edit License</b> button.</p> <p>During registration, the user can enter information for only one trade license. After registering, the user can add additional licenses from the Manage Account page. See <a href="#">Managing Public User Accounts</a>.</p> <p><b>Note:</b> Depending on the settings on the Public User Setup page, a user's self-identification as a contractor might need to be verified by agency staff. Verification requirements do not affect the registration process.</p>
<b>Mask My Contact Information from Public View</b>	<p>Gives the user the option to mask their name and contact information when a member of the public views the user's applications.</p> <p>This question appears only if it is enabled on the Public User Setup page.</p> <p>The default answer to this question is <i>No</i>.</p> <p>Users can access help for this question by clicking the question mark icon adjacent to the question. The help explains that even when the user's own information is masked, the property addresses for all applications are visible to the public.</p>
<b>Salutation</b>	<p>A title such as <i>Ms.</i> or <i>Mr.</i> that is used to address the person.</p> <p>This field is optional.</p>
<b>First Name and Last Name</b>	<p>The user's name, which is the same across all of the user's profiles.</p>
<b>Business Name</b>	<p>This field is visible only if the <b>Account Use</b> field indicates that this is a business account. The business name entered here is associated with the business profile that the registration process creates. If additional business profiles are added later, they have their own business names.</p>
<b>Email Address</b>	<p>The user's email address. After the user submits registration information, the system sends an email to this address. The email contains a link that the user needs in order to complete the registration process.</p> <p>This email address is also associated with the default profile that the registration process creates. If the user registers as a business, the email type is <i>Work</i>. If the user registers a personal account, the email type is blank.</p>

Page Element	Description
	If a user attempts to register with an email address that is already associated with an account, an error message appears. The message says to use the Sign In page to access the existing account or to recover a forgotten user name or password.
<b>User Name</b>	<p>The user name that the public user will use to sign in to the system. User names must be unique, and the system displays an error message if the user tries to create an account under a user name that already exists.</p> <p>Note that the user does not select a password at this point. Password creation occurs after the user submits registration information.</p>
<b>Address Fields</b>	<p>The user's address. This address is automatically added to the default profile that is created when the user creates an account.</p> <p>The <b>Country</b> field displays <i>US</i>.</p> <p>As the user enters a <b>Postal Code</b>, the type-ahead list shows values that include appropriate city and state combinations. After the user selects a value, the city and state appear as read-only fields, and two address fields appear so that the user can enter the rest of the address.</p> <p>A user who doesn't know the postal code can click the <b>Don't know</b> link to display a full set of address fields.</p>
<b>IVR Access Code</b> (Interactive Voice Response Code)	<p>A 4-digit code that enables the public user to access and change the schedule for permit inspections using interactive voice response. When users dial in, they are asked to enter their code before accessing the inspection records.</p> <p>The code is masked on this page, and users will not be able to see this code again even after registration is complete. Users who forget their code must enter a new code. For information about entering a new code after registering, see <i>Managing Public User Accounts</i>.</p> <p>This field appears only if you enable IVR access codes on the Public User Setup page.</p>
<b>Phone</b>	A phone number for the account holder. This field is optional.

## Agreeing to Terms and Conditions

The Public User Setup page specifies whether public users must agree to terms and conditions. If users must agree, the setup page also specifies the Terms of Use definition to use during registration, and public users must accept the terms and conditions during the registration process.

If users must agree to the terms of use, the description from the Terms of Use definition appears as a link on the Register page. Instructional text directs the user to read and accept the terms before proceeding.

To view and accept the terms, the user clicks the link to open a new window. The window displays the complete text of the terms followed by a check box labeled **I have read and accepted the terms and conditions**. The user must select the check box to continue. A user who does not want to accept the terms can cancel.

After the user accepts the terms and continues, the main Register page displays a selected agreement check box instead of instructions. The check box is not editable. The link to the detail window is still available, and the user can return to the window to re-read the terms or rescind agreement.

**Note:** If the terms of use change, users who have already registered are required to accept the new terms. When a user attempts to sign in after terms have changed, a window with the new terms opens, and the user must select the agreement check box in order to continue. This occurs if a new effective-dated Terms of Use definition goes into effect, either because you change the terms of use definition on the Public User Setup page, or because the definition in use has a new effective date that is after the date that the user most recently signed in.

## Completing Registration by Resetting the Password

When the public user clicks the Register button, a confirmation page provides instructions for completing the registration process. The instructions direct the user to an email with the necessary information.

The confirmation page also provides a registration ID number for reference in case the user needs to contact the agency for help. The registration number is the user's party ID.

These are the system actions and user steps that finalize the registration:

1. The system creates user account information in the Oracle Public Sector Compliance and Regulation system and in the Fusion Applications system.
2. The system emails the user a link for completing the registration process.
3. The link takes the user to the Reset Password page in the Oracle Applications Cloud.  
Although the page name suggests that the user is resetting a password, the user is actually creating a password for the first time.
4. The user enters a password and confirms it, then clicks the Submit button.
5. The system creates the password, completing the registration process.
6. The system transfers the user to the Public Sector Compliance and Regulation landing page for registered public users.

The emailed link that the user clicked to access the Reset Password page includes the parameter that redirects the user to the appropriate page.

**Note:** If a user attempts to register with an email address that is already associated with an account, an error message appears. The message says to use the Sign In page to access the existing account or to recover a forgotten user name or password.

## Accessing Public User Account Information

Registered public users have self-service access to account management. Agency staff can also update account and profile information for public users.

### Account Management Navigation for Agency Staff

Agency staff accesses the Manage Account page using these steps:

1. Select **Public User > Public User Access**.

The Public User Access page displays summary information about public user accounts. The list includes information such as the person's name, user name, email address, and the number of pending verification requests.

An icon before the user's name indicates that the account or a profile is subject to one or more conditions. Conditions relate to permits and to planning applications. They prevent certain actions or issue warnings when the actions are attempted. To see condition details, access the detail page for the user account. For more information, see [Managing Account and Profile Conditions](#).

2. Search for the desired user account.
3. Click the > icon for the row with the desired user account.

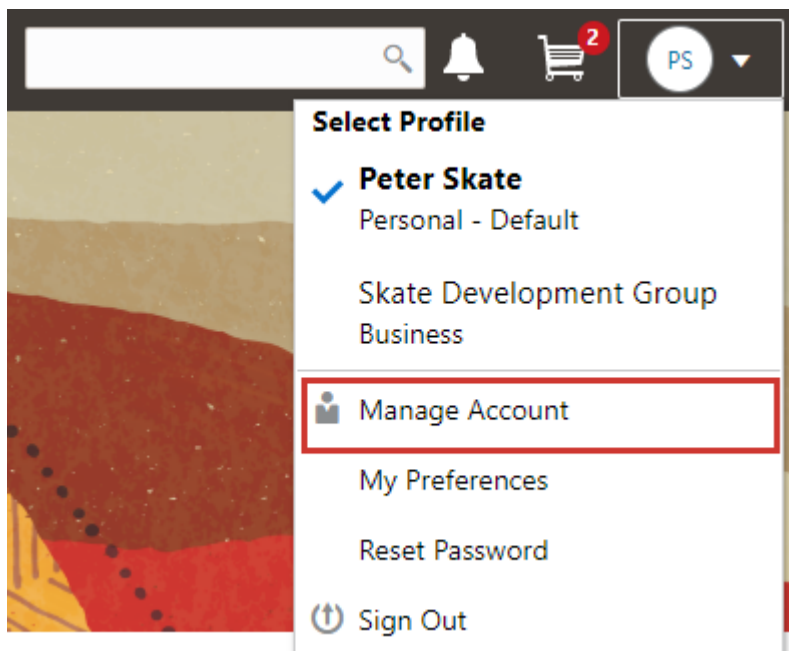
## Account Management Navigation for Registered Public Users

To access self-service account management functionality, a public user who has signed in follows these steps:

1. Sign in to access the public user landing page.
2. Click the account menu that appears in the page header.

A drop-down menu appears.

This example illustrates the account menu under the user's initials.



3. Select **Manage Account**.

## Adding Profiles to a Public User Account

When a public user registers, the new account has a default profile with information supplied during the registration process. The public user can create additional profiles through self-service account management. Agency staff also have access to this account management option.

Create new profiles from the Manage Account page. For information on the different ways that registered public users and agency staff access this page, see [Accessing Public User Account Information](#).



This example illustrates the Manage Account page and the buttons used to create additional profiles.

Manage Account

The screenshot shows the 'Manage Account' interface. On the left is a navigation sidebar with 'Profiles' selected, showing 'Joe Smith Personal, Default'. The main content area displays details for 'Profile-Joe Smith' with 'Clone Profile' and 'Create New Profile' buttons. The details are organized into sections: 'Profile Basics' (Set a default profile, or update profile name and status. Personal.Default), 'Contact Information' (Update phone number, email, and address. Added 2), 'Contacts' (Add contacts for quick access from applications. Added: none), and 'Licenses' (Add your licenses for quick access from applications. Added: none, Contractor: No).

## Creating a New Profile

To create a new profile:

1. Access the Manage Account page.
2. Click any profile name in the left frame of the page.
3. Click the **Create New Profile** button.
4. On the Create New Profile page, enter the following information:

Page Element	Description
<b>Profile Name</b>	Enter a descriptive name. This is the name that appears in the page header when this profile is in use.
<b>Profile Type</b>	If the account does not already have a personal profile, select either <i>Personal</i> or <i>Business</i> .  If a personal profile already exists, the profile type is <i>Business</i> and the field is read-only.
<b>Business Name</b>	If the profile type is <i>Business</i> , enter the business name. This field is not visible for personal profiles.
<b>Status</b>	Select <i>Active</i> or <i>Inactive</i> . A profile must be active to be the default profile or for a user to switch to the profile.  Inactive profiles are not editable. To add any information other than the basic information on the Create New Profile page, you need to make the profile active.

5. Click **Create**.

The new profile is created. The only profile data is the basic data that you provided, so you need to manually add any additional information such as contact information or licenses. For information about adding additional profile information, see *Managing Public User Accounts*.

## Cloning a Profile

Cloning profiles minimizes data entry when you want to create a new profile that has some of the same information as an existing profile.

If the original profile has verified licenses or trust accounts, cloning the profile ensures that the verification status is carried into the new profile and no new verification is needed.

The cloning process does not copy attachments or conditions to the newly created profile.

To clone a profile:

1. Access the Manage Account page.
2. In the left frame of the page, select the profile that you want to clone.
3. Click the **Clone Profile** button.
4. On the Clone Profile page, enter the following basic profile information:

Page Element	Description
<b>Clone From</b>	This read-only field displays the name of the profile that you're cloning.
<b>New Profile</b>	Enter a descriptive name for the new profile. This name appears on the landing page banner when this profile is selected.
<b>Profile Type</b>	If the account does not already have a personal profile, select either <i>Personal</i> or <i>Business</i> .  If a personal profile already exists, the profile type is <i>Business</i> and the field is read-only.
<b>Business Name</b>	If the profile type is <i>Business</i> , enter the business name. This field is not visible for personal profiles.

5. Select the check boxes for the types of information that you want to copy into the new profile:

Page Element	Description
<b>Contact Details</b>	Select this check box to automatically select the check boxes for all three specific contact methods: <b>Address, Phone, and Email</b> .  Deselect this check box to clear the check boxes for all three specific contact methods.  You can also select and deselect the individual check boxes for each contact method.
<b>Contacts</b>	Select this check box to copy contacts into the new profile.

Page Element	Description
<b>Licenses</b>	Select this check box to copy licenses into the new profile. Verification statuses are also copied to the new profile, so agency staff does not have to re-verify the information.
<b>Trust Accounts</b>	Select this check box to copy trust account information into the new profile. Verification statuses are also copied to the new profile, so agency staff does not have to re-verify the information.

6. Click **Create**.

The new profile is created with the profile information that you specified. You can make additional changes manually.

## Setting the Default Profile

The default profile is the one that is selected when a user first signs in. The default can't be changed during the creation of a new profile, but after the new profile is saved, it can be made into the default.

To designate a profile as the default profile:

1. Access the Manage Account page.
2. In the left frame of the page, select the profile that you want to use as the default.
3. In the right frame of the page, select **Profile Basics**.
4. On the Profile Basics page, select the **Default** check box.

Only active profiles can be set as the default. If the profile is inactive, change the status to *Active* and save the new status. This closes the Profile Basics page. When you return to the Profile Basics page, you can select the **Default** check box.

5. Click **Save**.

The new default is saved. The **Default** check box on the previous default profile is deselected when the new default is saved.

## Managing Public User Accounts

This topic describes the account and profile information that can be updated using account management functionality. The Manage Account page is available to both public users, who can manage their own accounts, and to agency staff, who can manage information for any public user.

Registered public users access the Manage Account page from the account menu in the page header. Agency staff accesses the Manage Account page from the Public User Access page. For detailed navigation instructions, see [Accessing Public User Account Information](#).

## Public User Access Versus Agency Staff Access

For the most part, public users and agency staff have access to the same account management options. These are the exceptions:

- Public users can see the verification status for any data that requires agency verification, but only agency staff can update the verification status.
- If account attachments are enabled, public users can't delete attachments unless you configure the Public User Setup page to allow this action. Agency staff can always delete attachments.
- Only agency staff can apply and manage account and profile conditions. Conditions are account restrictions. Both public users and agency staff can see active conditions that have been applied to the account or to profiles.

For more information about conditions, see [Managing Account and Profile Conditions](#).

**Note:** Agency staff do not have access to user passwords, which are not part of account management.

## Managing General Account Information

General account information includes data that is part of the overall user account rather than being related to a profile. General account information is initially provided during the user registration process.

To manage account information :

1. Access the Manage Account page.

This page has two frames. Use the left frame to select either the overall account or a specific profile. Use the right frame to view and update details for the selected item.

If the account has active conditions, the left frame displays a warning icon next to the Account link. Similarly, if any profiles have active conditions, an icon appear next to the profile name. Conditions relate to permits and planning applications. Active conditions can prevent certain actions or issue warnings when the actions are attempted. For detailed information about managing conditions, see [Managing Account and Profile Conditions](#).

2. Select **Account Information** in the left frame.

This is selected by default when you first access the Manage Account page. When it is selected, the right frame list the different types of account information. The row for each type of information includes the section name and instructional text. The **Name** row additionally displays the user's full name.

3. To view or update name information:

- a. Click the **Name** row in the right frame.

The Name page appears.

- b. Review or update information in the following fields: **First Name**, **Middle Name**, **Last Name**, **Salutation**, **Display Name** (a read-only value that concatenates the user's first, middle, and last names), **Initials**, **Suffix**, and **Title**.

- c. Click **Save** to save changes and close the page.

4. To view account access information:

- a. Click the **Access** item in the right frame.

The Access page appears.

b. Review the following information:

Page Element	Description
<b>User Name</b>	The user's first and last name. This field is read-only.
<b>Email</b>	The email that was provided during registration. This field is read-only.  This email is used for account access notifications such as those related to setting passwords and changing or verifying account or profile information.
<b>IVR Access Code</b> (Interactive Voice Response Code)	This field appears only if you enable IVR access codes on the Public User Setup page.  This field is for the 4 digit code that enables the public user to access and change the schedule for permit inspections using interactive voice response. When users dial in, they are asked to enter their 4 digit code before accessing the inspection records.  The code is masked on this page. To change the code, click the <b>Edit</b> icon. The field is cleared so you can't see the original code, and OK and Cancel icons appear next to the now-editable field.  You can click the cancel icon to return to the original code, or you can enter a new code and click the check mark to save the new value.

c. Click **Cancel** to close the page.

5. To view or update additional information:

a. Click the **Additional Information** item in the right frame.

The Additional Information page appears.

b. Review or update the setting for the **Mask My Contact Information from Public View** check box.

c. Click **Save** to save any changes and close the page.

6. To review the most recently accepted terms of use:

a. Click the **Terms of Use** item in the right frame.

A window with the full text of the terms of use appears.

When a public user views this information, the terms are always current as of the time the user signed into the current session. This is because users must agree to any changes in the terms of use when signing in.

When agency staff views this information, they see the terms that the user last accepted, even if the agency has changed the terms since then.

b. Click the **x** in the top right corner of the window to close it.

7. To view conditions that have been applied to the account:

- a. Click the **Conditions** item in the right frame.  
A window that lists account-level conditions appears. Active conditions are first, followed by resolved conditions.
- b. Review the conditions, and optionally access condition details or resolve conditions.  
For detailed information about adding and managing conditions, see *Managing Account and Profile Conditions*.
- c. Click the **x** in the top right corner of the window to close it.

## Managing Account Attachments

Your agency controls whether attachments can be added to accounts. Set this option on the Public User Setup page. Attachments can be associated with either an account or with a specific profile.

This procedure describes how to manage attachments that are associated with the overall account.

To manage account attachments:

1. Access the Manage Account page.

This page has two frames. Use the left frame to select either the overall account or a specific profile. Use the right frame to view and update details for the selected item.

2. Select **Account Information** in the left frame.

This is selected by default when you first access the Manage Account page. When it is selected, the right frame list the different types of account information, including attachments. The row for attachments includes information stating how many attachments (if any) have been added. Both account attachments and profile-specific attachments are included in the count.

3. Click the **Attachments** item in the right frame.

The Attachments window opens. It lists all attachments for the account, including both account attachments and profile attachments. The following information appears:

Page Element	Description
<b>File Name / Date</b>	The file name of the attachment, and the date that the attachment was added to the account.
<b>Description</b>	A user-supplied description. Users can optionally add a description while adding the attachment.
<b>Profile Name</b>	If the attachment is associated with a specific profile, the profile name appears. If the attachment is associated with the account in general (and not with a specific profile), this column is blank.
<b>Category</b>	This column appears only if the agency's public user setup specifies a document group for public user attachments. Document groups consist of a set of document categories.  When visible, this field displays the document category for the attachment.

Page Element	Description
	For more information, see <i>Setting Up Document Categories and Subcategories</i> and <i>Setting Up Document Groups</i> .
<b>Subcategory</b>	This column appears only if the agency's public user setup specifies a document group for public user attachments. The categories in a document group can optionally include subcategories. For example, a <i>Licenses</i> category might have subcategories for different types of contractor's licenses.  When visible, this field displays the document subcategory for the attachment.
<b>Actions</b>	Click to access a menu with options for viewing attachment information, downloading the file, or deleting the attachment from the account.

4. To add a new attachment:

- a. Click **Add**.
- b. Select a file using your browser's file selection window.
- c. On the Add Attachments page, verify the **File Name** and optionally enter a **Description**.
- d. If document groups are enabled for public users, optionally select the appropriate **Category** and **Subcategory** values.
- e. Click **Upload**.

When the upload is complete, the new attachment appears in the list on the Attachments page.

5. To view or modify attachment information:

- a. Click the **Actions** icon and select **View Details**.
- b. On the Attachment page, review the **File Name**, the **File Size**, and the **Last Updated By** and **Uploaded By** user names.
- c. Optionally update the **Description**.
- d. If document groups are enabled for public users, optionally update the **Category** and **Subcategory**.
- e. To change which profile, if any, is associated with the attachment, use the **Profile Name** field.

If this field does not have a value, the attachment is associated with the overall account rather than a specific profile.

- f. Click **Save** or **Cancel** to return to the Attachments page.

6. To download a file, click the **Actions** icon and select **Download**.

7. To delete a file, click the **Actions** icon and select **Delete**.

You are prompted to confirm the deletion.

**Note:** Agency staff can always delete attachments. Public users can't delete attachments unless the Public User Setup page is configured to allow this action.

8. To close the Attachments window, click **Cancel**.

## Viewing a Profile Summary

On the Manage Account page, the left frame lists all of the profiles that are associated with an account. Below each profile name, the profile type appears. The word *Default* identifies the default profile. The word *Inactive* identifies any inactive profiles.

Selecting a profile in the left frame causes the right frame to display summary information about the profile. This information is broken into sections.

Clicking a section opens a detail page with complete information, but you can also see summary data directly beneath the section name on the Manage Account page.

To view the summary information for a profile:

1. Access the Manage Account page.
2. Select a profile in the left frame.

If no profiles are visible, click the **Profiles** header to expand the list of profiles.

3. Review the following summary information:

Profile Section	Information Displayed
Profile Basics	The profile type: <i>Personal</i> or <i>Business</i> .
Profile Information (for business profiles only)	No summary information appears.
Contact Information	The number of contact methods for the profile.
Contacts	The number of contacts for the profile.
Licenses	The number of licenses for the profile, and whether the profile has contractor status.  The self-reported contractor status appears, but you must access license details to see if the status has been verified.
Trust Accounts	The number of trust accounts for the profile.
Conditions	The number of active conditions for the profile.  Although the details for this section includes both active and resolved conditions, the count in the summary includes only active conditions.



## Updating Profile Basics

To update profile basics:

1. Access the Manage Account page.
2. Select a profile in the left frame.
3. Click the **Profile Basics** section to open the Profile Basics page.
4. Review and update the following fields:

Page Element	Description
<b>Profile Name</b>	<p>The identifying name for the profile. This name appears in the page header when this is the current profile and in the Select Profile menu for switching profiles. This name also appears in the profile list on the Manage Account page.</p> <p>The default name for the profile that is created during the registration process is the public user's first and last name. This default name is truncated if it is longer than 60 characters.</p>
<b>Default</b>	<p>Select this check box to designate the profile as the default profile for the account.</p> <p>The default profile is the one that's used when the public user signs into the system. The profile that gets created during the registration process is the default profile until you add additional profiles and change the default.</p> <p>Only one profile can be the default, so when you select this check box for one profile, the check box is automatically deselected for the previous default.</p> <p>The check box is read-only for the current default profile. This prevents you from deselecting it and creating a situation where there is no default profile.</p>
<b>Profile Type</b>	<p>Displays either <i>Personal</i> or <i>Business</i>. You cannot change the profile type.</p>
<b>Status</b>	<p>Profiles can be <i>Active</i> or <i>Inactive</i>. Only active profiles appear in the Select Profile menu for switching profiles.</p> <p>Inactive profiles are not editable. To make a profile active after you create it, edit the profile basics using account management functionality. See <a href="#">Managing Public User Accounts</a>.</p>

5. Click **Save** or **Cancel** to return to the Manage Account page.

## Updating Profile Information for a Business

To update profile information for a business:

1. Access the Manage Account page.
2. Select a profile in the left frame.

3. Click the **Profile Information** section to open the Profile Information page.
4. Review and update the following fields:

Page Element	Description
<b>Business Name</b>	A free text field for the business name.
<b>Business Type</b>	A drop-down list of business types. The values for this field are defined on the Lookup Type Details page for the ORA_PSC_CC_BUSN_TYPE lookup type.

5. Click **Save** or **Cancel** to return to the Manage Account page.

## Managing Contact Information

Contact information consists of the user's addresses, phone numbers, and emails. Only US addresses are supported.

The primary contact information for a profile is used as the default contact information in the user's applications.

To update contact information:

1. Access the Manage Account page.
2. Select a profile in the left frame.
3. Click the **Contact Information** section to open the Contact Information page.
4. To add or modify a contact method:
  - a. If you are adding a contact method, click **Add** in the appropriate section (Address, Phone, or Email) to open the Details page.
  - b. If you are updating a contact method, click the > icon at the end of an existing row to open the Details page.
  - c. Select the **Type**.  
The Details page displays different fields depending on the type of contact method, but all contact methods include the **Type** field. Address types are *Home* and *Work*. Email and Phone types are *Home* and *Business*.
  - d. If you're adding a new address, either enter the **Postal Code** or click the **Don't know** link.  
As you enter a **Postal Code**, the type-ahead list shows values that include appropriate city and state combinations. After you select a value, the city and state appear as read-only fields, and two address fields appear so that you can enter the rest of the address. If you don't know the postal code, clicking the **Don't know** link displays a full set of address fields.  
If you accessed an existing address, the additional address fields are already visible.
  - e. Enter the complete contact information: either an address, a **Phone** and **Ext** (extension), or an **Email**.
  - f. If this will be the primary address, phone number, or email, select the **Primary** check box.  
Only one contact method of each type can be primary, so if you select the check box, the previous primary address, phone number, or email (if any) is updated to no longer be primary.
  - g. Click **Save** or **Cancel** to close the Details page and return to the Contact Information page.
5. To delete a contact method, click **Delete** for the appropriate row.
6. Click **Cancel** to return to the Manage Account page.

## Managing Contacts

Contacts are people who can interact with the agency regarding business related to the associated profile. If a user wants a person to be a contact for more than one profile, the system provides a simple way to copy contact information between profiles.

**Note:** When a contact is copied to a new profile, the contact record is duplicated. Information is not kept in sync going forward.

To manage contacts:

1. Access the Manage Account page.
2. Select a profile in the left frame.
3. Click the **Contacts** section to open the Contacts page.
4. To copy existing contacts from other profiles in this account:

- a. Click **Copy from Other Profiles**.

The Select Contact List page appears. It lists all contacts that are associated with other profiles for this account. A contact who is already associated with multiple profile appears in the list multiple times.

The contact list displays the contact's name, business name, address, email, and phone number.

- b. Select one or more contacts to be copied.
- c. Click **Select**.

The Select Contact List page closes. The selected profile(s) now appear on the Contacts page.

5. To add a new contact or modify an existing contact:
  - a. If you are adding a contact, click **Add** to open the Contact Details page.
  - b. If you are updating a contact, click the ► icon at the end of the row to open the Contact Details page.
  - c. On the Contact Details page, enter the contact's **First Name, Middle Name, Last Name, and Business**.
  - d. To enter an address, enter the **ZIP Code** or click the **don't know** link to reveal additional address fields, then enter information in those address fields.
  - e. Enter a **Phone** and **Ext** (extension).
  - f. Enter an **Email**.
  - g. Click **Save** or **Cancel** to close the Contact Details page .

Any information you save immediately appears on the Contacts page.

- h. Click **Cancel** on the Contact page to return to the Manage Account page.

**Note:** When users enter contact information in an application, they can create new contacts or choose existing profile contacts. When creating a new application contact, the user can indicate whether the new contact should also be added as a profile contact. When choosing an existing profile contact, the user can modify contact details and indicate whether the original profile contact record should be updated as well.

## Updating Licenses

The licenses section of the Manage Account page includes both a list of professional licenses and a statement of whether the profile is for a contractor.

If your agency requires staff to verify contractor status and professional licenses, staff members who access the information can update the verification statuses for both types of information. Public users can see but not update the verification statuses.

To update license information:

1. Access the Manage Account page.
2. Select a profile in the left frame.
3. Click the **Licenses** section to open the Licenses page.
4. Review or update these fields related to the user’s contractor status:

Page Element	Description
<b>Are you a Contractor?</b>	To indicate the contractor status, select either <i>Yes</i> or <i>No</i> .
<b>Verification Status</b>	<p>This field is visible if the contractor status is <i>Yes</i> and the Public User Setup page is configured to require that contractor status be verified.</p> <p>The default value is <i>Pending verification</i>.</p> <p>Agency staff updates the status to either <i>Verified</i> or <i>Verification failed</i> after independently verifying the user’s contractor status.</p> <p><b>Note:</b> Although public users and agency staff can both see the verification status, only agency staff can update the value.</p>

5. To add a new license , click the **Add**, or to view an existing license, click the row for the license you want to view.  
The License Details page opens.
6. Review and update the following fields on the Licenses page:

Page Element	Description
<b>License Type</b>	This is a free text field for entering the type of license, such as a General Contractor license or an Electrical Contractor License.
<b>License ID</b>	Enter the license number that uniquely identifies the license.
<b>Start Date</b>	Enter the date that the license became valid.
<b>Expire Date</b>	Enter the date that the license expires or requires renewal.

Page Element	Description
<b>Verification Status</b>	<p>This field is visible if the Public User Setup page is configured to require that licenses be verified.</p> <p>The default value for a new license is <i>Pending verification</i>.</p> <p>Agency staff updates the status to either <i>Verified</i> or <i>Verification failed</i> after independently verifying the license.</p> <p><b>Note:</b> Although public users and agency staff can both see the verification status, only agency staff can update the value.</p>

7. Click **Save** or **Cancel** to return to the Licenses page.
8. Click **Save** or **Cancel** to return to the Manage Account page.

Saving on the Licenses page saves changes to the **Are you a Contractor** and **Verification Status** fields. Changes to licenses are saved from the License Details page.

## Updating Trust Accounts

The Trust Accounts section of a profile lists trust accounts that are used for payments to the agency.

If your agency requires staff to verify trust accounts, staff members who access the information can update the Verification Status field. Public users can see the verification status, but they can't update it.

1. Access the Manage Account page.
2. Select a profile in the left frame.
3. Click the **Trust Accounts** section to open the Trust Accounts page.
4. To add a new trust account, click **Add**, or to view an existing trust account, click the row for the account you want to view.

The Trust Account Details page opens.

5. Review and update the following fields on the Trust Account Details page:

Page Element	Description
<b>Account Number</b>	Enter the unique account number for the trust account.
<b>Description</b>	The description might include the financial institution name and other important information about the account.
<b>Status</b>	Select <i>Active</i> or <i>Inactive</i> .

Page Element	Description
<b>Verification Status</b>	<p>This field is visible if the Public User Setup page is configured to require that accounts be verified.</p> <p>The default value for a new account is <i>Pending verification</i>.</p> <p>Agency staff updates the status to either <i>Verified</i> or <i>Verification failed</i> after independently verifying the account information that the user provided.</p> <p><b>Note:</b> Although public users and agency staff can both see the verification status, only agency staff can update the value.</p>

6. Click **Save** or **Cancel** to return to the Trust Accounts page.
7. Click **Cancel** to return to the Manage Account page.

## Managing Profile-Specific Attachments

Your agency controls whether attachments can be added to user accounts. Set this option on the Public User Setup page.

Attachments can be associated with either an account or with a specific profile.

**Note:** When you access attachments for a specific profile, you see only that profile's attachments. To change the profile for an attachment, access the attachment details from the list of account attachments. The account-level list includes the attachments for all profiles as well as attachments that are not associated with a specific profile.

To manage profile-specific attachments:

1. Access the Manage Account page.

This page has two frames. Use the left frame to select either the overall account or a specific profile. Use the right frame to view and update details for the selected item.

2. In the left frame of the page, select a profile.

When a profile is selected, the right frame displays information for that profile. The row for attachments includes information stating how many attachments (if any) are associated with the selected profile.

3. Click the **Attachments** item in the right frame.

The Attachments window opens. It lists the attachments that are associated with the profile.

Page Element	Description
<b>File Name / Date</b>	The file name of the attachment, and the date that the attachment was added to the account.

Page Element	Description
<b>Description</b>	A user-supplied description. Users can optionally add a description while adding the attachment.
<b>Category</b>	<p>This field appears only if the agency's public user setup specifies a document group for public user attachments. Document groups consist of a set of document categories.</p> <p>When visible, this field displays the document category for the attachment.</p> <p>For more information, see <i>Setting Up Document Categories and Subcategories</i> and <i>Setting Up Document Groups</i>.</p>
<b>Subcategory</b>	<p>This field appears only if the agency's public user setup specifies a document group for public user attachments. The categories in a document group can optionally include subcategories. For example, a <i>Licenses</i> category might have subcategories for different types of contractor's licenses.</p> <p>When visible, this field displays the document subcategory for the attachment.</p>
<b>Actions</b>	Click to access a menu with options for viewing attachment information, downloading the file, or deleting the attachment from the account.

4. To add a new attachment:

- a. Click **Add**.
- b. Select a file using your browser's file selection window.
- c. On the Add Attachments page, verify the **File Name** and optionally enter a **Description**.
- d. If document groups are enabled for public users, optionally select the appropriate **Category** and **Subcategory** values.
- e. Click **Upload**.

When the upload is complete, the new attachment appears in the list on the Attachments page.

5. To view or modify attachment information:

- a. Click the **Actions** icon and select **View Details**.
- b. On the Attachment Details page, review the **File Name**, the **File Size**, and the **Last Updated By** and **Uploaded By** user names.
- c. Optionally update the **Description**.
- d. If document groups are enabled for public users, optionally update the **Category** and **Subcategory**.
- e. Click **Save** or **Cancel** to return to the Attachments page.

6. To download a file, click the **Actions** icon and select **Download**.

7. To delete a file, click the **Actions** icon and select **Delete**.

You are prompted to confirm the deletion.

**Note:** Agency staff can always delete attachments. Public users can't delete attachments unless the Public User Setup page is configured to allow this action.

8. To close the Attachments window, click **Cancel**.

## Managing Profile-Level Conditions

This procedure describes how to access profile-level conditions from the profile summary page. For detailed information about adding and managing conditions, see *Managing Account and Profile Conditions*.

To manage profile-level conditions:

1. Access the Manage Account page.

This page has two frames. Use the left frame to select either the overall account or a specific profile. Use the right frame to view and update details for the selected item.

2. In the left frame of the page, select a profile that has conditions.

If a profile has conditions, an icon representing the condition severity appears next to the profile name.

3. Click the **Conditions** item in the right frame.

A window that lists the conditions for the selected profile appears. Active conditions are first, followed by resolved conditions.

4. Review the conditions, and optionally access condition details or resolve conditions.
5. Click the **x** in the top right corner of the window to close it.

## Verifying Public User Information

You can configure the system to require verification of various types of public user account and profile data. The actual verification occurs outside of the system, but after the information is verified, agency staff updates verification statuses to indicate whether the information passed or failed the verification process.

Use the Public User Setup page to configure which types of information require verification. There can be up to three types of information that need to be verified:

- Whether the user is a contractor.
- The user's licenses.
- The user's trust accounts.

One option for verifying information is to use the Manage Account page. With this option, agency staff can navigate to the various pages that display each type of information, and they can update the verification status on those pages. For more information, see *Managing Public User Accounts*.

Alternatively, the Public User Access page provides a convenient way to see and manage pending verification requests. This page displays the number of pending verification requests for each user, and it provides a link to the Pending Verification Requests page where you can update the verification status for individual requests.

This example illustrates the Public User Access page.



Public User Access

Name	User Name	Email	Active	Pending Verification Requests
Jim Taylor	Jtaylor	FINARUser1@ap6023fems.us.oracle.com	Yes	3
Rita Johnson	Rjohnson	FINARUser1@ap6023fems.us.oracle.com	Yes	2
William Harrison Brown	Wbrown	FINARUser1@ap6023fems.us.oracle.com	Yes	1

This example illustrates the Pending Verification Requests page.

Pending Verification Requests

Rita Johnson ( [redacted]@ [redacted] )

Profile Name	Type	Verification Details	Verification Status
Rita Johnson	User is a contractor		Pending verification
Rita Johnson	User added or updated license	<b>License Number</b> 268-953-111 <b>License Type</b> Electrical <b>Issued On</b> 1/1/18 <b>Expiration Date</b> 1/1/20	Pending verification

Cancel Save

## Managing Verification Requests

To find and manage pending verification requests:

1. Select **Public User**, > **Public User Access**.
2. Locate accounts with a value in the **Pending Verification Requests** column. This column displays the number of pending requests for the user. It's blank for users with no pending requests. The surest way to locate accounts with pending verifications is to sort accounts based on the number of pending requests. To sort by a specific column, click the triangle icon in the column header. Click again to reverse the sort order.
3. Click a value in the **Pending Verification Requests** column to access the Pending Verification Requests page. The page lists the pending verification requests for the selected user. Requests that have already been verified (or failed verification) do not appear.
4. Review the following information for the requests to be verified:

Page Element	Description
<b>Profile Name</b>	Displays the profile that is associated with the data to be verified.
<b>Type</b> (type of request)	Explains what type of information must be verified. Values include:

Page Element	Description
	<ul style="list-style-type: none"> <li>○ <i>User is a contractor</i></li> <li>○ <i>User added or updated license</i></li> <li>○ <i>User added or updated trust account</i></li> </ul>
<b>Verification Details</b>	<p>Displays identifying details for a license or trust account.</p> <p>License details include the license number, license type, the date issued, and the expiration date.</p> <p>Trust account details include the account number and status.</p> <p>This column is blank for requests to verify a user’s contractor status .</p>
<b>Verification Status</b>	<p>Because this page lists only pending verification requests, all rows initially have the status <i>Pending Verification</i>.</p>

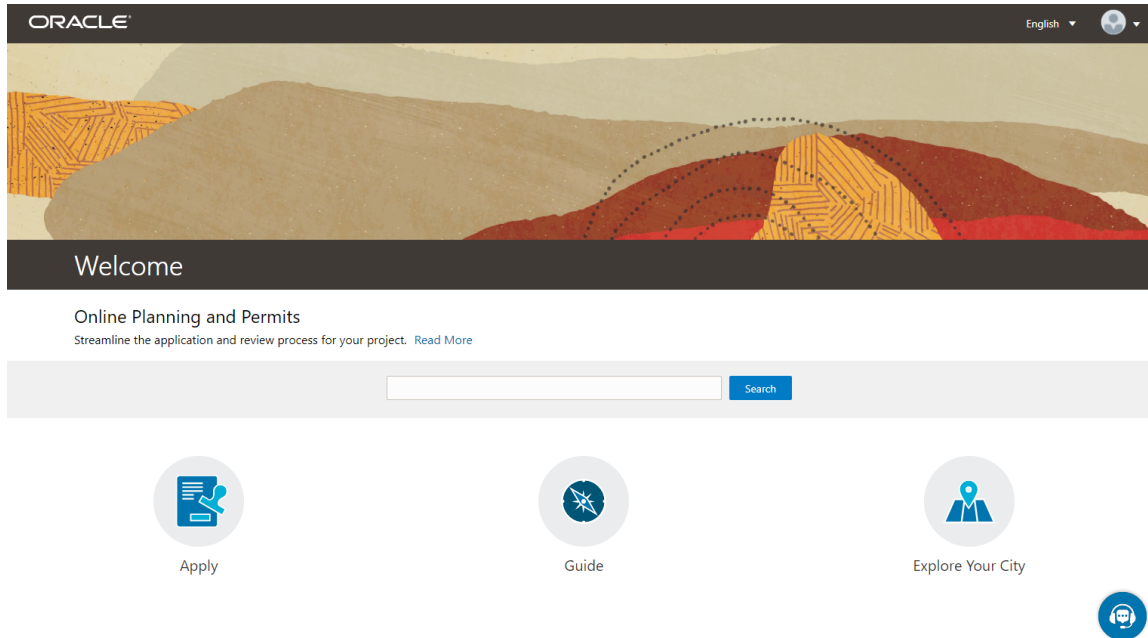
5. Update the **Verification Status** for any requests where the verification process is complete.  
 Select either *Verified* or *Verification failed*, depending on whether you were able to verify the information.
6. Click the **Save** button.

## Overview of Public Landing Pages

The public landing pages give members of the public access to agency services. There are two separate public landing pages, one for anonymous users (guests), and one for registered users who have signed in.

Public user landing pages have many of the same elements as the agency springboard (a global header, tiles, and so forth), but the content of the page is tailored to a different audience. For information about the agency springboard, see [Using the Agency Springboard](#).

This example illustrates the public landing page as it appears to a user who is not signed in. This is known as the anonymous user landing page.



## Landing Page Configuration

The elements on landing pages vary depending on how you configure the pages.

For information on configuring landing pages, see [Setting Up the Landing Page for Anonymous Users](#) and [Setting Up the Landing Page for Registered Users](#).

For information on setting up alerts to appear on the landing pages, see [Defining Alerts](#) and [Working with Ad Hoc Communications](#).

For information on setting up the digital assistant button, see [Initializing the Digital Assistant](#).

## Tiles on the Anonymous User Landing Page

Also known as guests, anonymous public users are residents, business owners, contractors, and so on, who have not signed in or are not registered. From the anonymous user landing page, they can perform common tasks such as starting an application, accessing an interactive guide that provides recommendations for application types, accessing an interactive map of the city, or starting a chat session using the digital assistant.

As delivered, the anonymous user landing page includes these tiles:

Page Element	Description
<b>Apply</b>	Provides access to a page where the user can choose an application type and then start an application.
<b>Guide</b>	Provides access to a questionnaire. The user provides information about a project, and the guide uses that information to recommend application types.  Your agency defines the guide questionnaire using Oracle Intelligent Advisor. If your agency is not using Oracle Intelligent Advisor, this tile will not appear.

Page Element	Description
	<p>The questionnaire comes from the Oracle Intelligent Advisor policy model that you specify for the <i>Permits</i> offering, if one exists. If there's no offering-level policy, the questionnaire comes from the agency-level Oracle Intelligent Advisor policy model.</p> <p>For more information on identifying the Oracle Intelligent Advisor policy model to use, see <a href="#">Setting Up Agencies</a></p>
<b>Explore Your City</b>	Provides access to a map where the anonymous user can search for and view property details, including applications related to the property.

## Tiles on the Registered User Landing Page

Registered users are residents, business owners, contractors, and so on, who are registered in the system. When a registered user is signed on, the landing page can include additional options related to the registered user's interactions with your agency.

As delivered, the registered user landing page includes all of the tiles that are available to anonymous users and these additional tiles:

Menu Link	Description
<b>Report an Issue</b>	<p>Starts the process for reporting a code enforcement issue. During the reporting process, the public user identifies the type of issue, provides the issue location, describes the issue, and answers any additional questions that the agency has configured.</p> <p>See <a href="#">Reporting Issues</a>.</p>
<b>Applications</b>	<p>Displays a list of the user's own applications, including business license applications, permit applications, and planning applications. From the list, the user can access application details.</p> <p>The list has a regular list view, a grid view, and a map view. There is also a <b>Show All Statuses</b> switch for toggling between a list of active applications and all applications.</p> <p>The number of active applications appears in the tile label. This number includes both permit applications and planning applications.</p> <p>If one or more conditions have been applied to the user's applications, a conditions icon appears below the tile. The icon associated with the most severe condition is displayed. For example, if there is a permit application with a lock condition (which prevents further activity on the permit) and another application with a notice or informational condition, only the lock icon appears below the tile.</p>
<b>Business Licenses</b>	<p>Displays a list of the user's own business licenses.</p> <p>The list displays summary information about licenses, including the license ID, license type, license status, the license period, the business name and physical address, a description, and fee information.</p> <p>There is also a <b>Show All Statuses</b> switch for toggling between a list of active licenses and all licenses.</p> <p>Users can click individual licenses for additional details or to take any actions such as viewing the certificate.</p>
<b>Inspections</b>	Displays a list of the user's inspections. From the list, the user can access inspection details and schedule additional inspections.

Menu Link	Description
	The number of scheduled and requested inspections appears in the tile label.
<b>Projects</b>	<p>Displays a list of projects where the user is a contact. Projects are large undertakings that involve multiple applications. Agencies, not users, determine which undertakings are considered projects. A user's own project is a project where the user is the primary contact.</p> <p>This tile is hidden from users who do not have any projects.</p> <p>The number of active and completed projects appears in the tile label.</p>
<b>Businesses</b>	<p>Displays a list of the businesses associated with the user's business licenses.</p> <p>Users can review summary information about a business and click an individual business for additional details.</p> <p>The list displays the business ID, legal name, mailing address, and location.</p>

## The Digital Assistant Button

If you implement the digital assistant, a button for invoking the assistant hovers over the public user landing pages.

This image shows the digital assistant button.



Clicking this button opens a chat window where the anonymous user can get help and search for transaction-related information.

For information on setting the digital assistant button, see *Initializing the Digital Assistant*.



## 2 Applying for a Business License

### Choosing an Application Type

Your agency sets up application types for permit applications, planning applications, and business license applications. Before starting an application, users must choose what type of application they need. The Apply page provides multiple tools to help users choose the appropriate application type.

### Working With the Apply Page

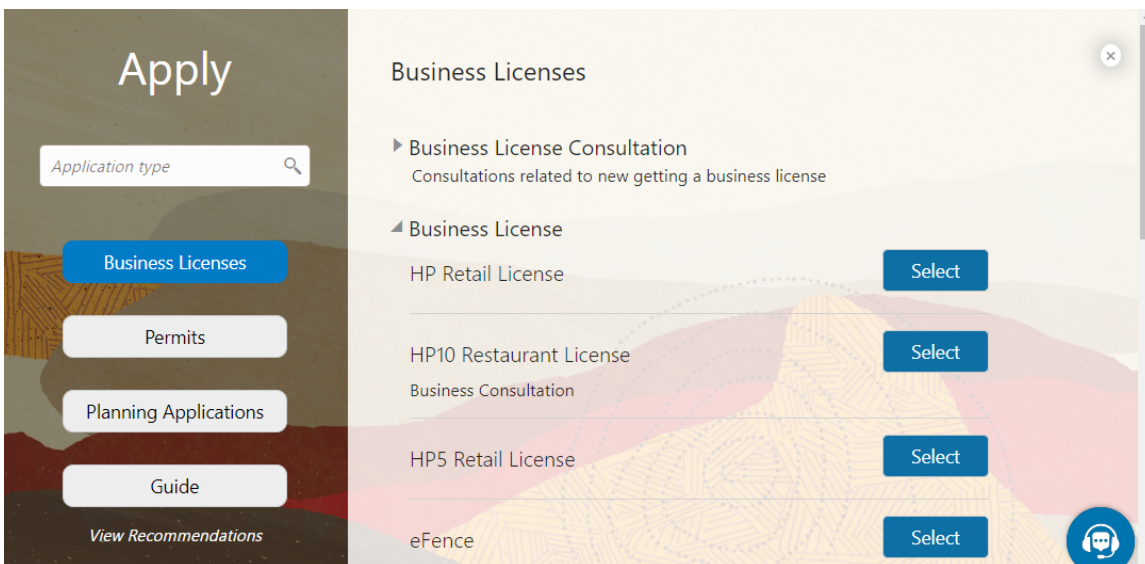
The Apply page offers these options for finding application types:

Option	Description	Available to Which Users
Search	Search for an application type by name.	All
Recent application types	View the five application types for the applications that you most recently submitted.	Registered public users, agency staff
Popular application types	View the five application types that have been used most frequently in the last 30 days	All
Browse application types	Choose either business licenses, permits, or planning applications, then browse categories for the selected item. Expand a category to browse the specific application types within the category.	All
Guided questionnaire (includes saving and retrieving recommendations)	Answer questions about your needs, and the guide provides recommendations regarding the necessary application types.	Registered and anonymous public users

This example illustrates the Apply page for registered public users. The left side of the page has multiple options for finding application types. In this example, the user has not started looking for an application type, so the right side of the page does not have any information.



In this example, the user has started browsing for application types. As the user works with the tools on the left side of the Apply page, the related information appears on an overlay on the right side of the page. In this illustration, the user is browsing for business license types, so the overlay shows expandable categories for those applications.



The descriptions of the categories and the application types come from the corresponding setup pages. Initially the overlay displays up to two lines of the description. If the description is longer, an icon at the end of the truncated description enables the user to expand it and see the full description.

If an application type has been configured with a URL for additional information, a **Learn More** link appears at the end of the description. The user clicks this link to open the specified URL.

For information about setting up the application type categories, see [Setting Up Business License Display Groups](#), [Setting Up Permit Display Groups](#), or [Setting Up Planning Application Display Groups](#).



## Accessing the Apply Page

Anonymous and registered public users can access the Apply page from the landing page by clicking the **Apply** tile. Anonymous users can explore application types, but they are prompted to sign in or register before actually starting an application.

Registered users and agency staff have these additional options

- On the landing page or agency springboard, select the *Start an Application* quick action in the **I Want To** field, then click the **Go** button.
- On the Applications page (registered users) or the Transactions page (agency staff), click the **Apply** button.
- On the Explore Your City map (registered users) or the Main Map (agency staff), click the **Apply** button after selecting a parcel.

## Searching for Application Types By Name

To search for an application type by name:

1. Click in the search field.  
A drop-down list shows any matches.
2. If you don't see the desired application type in the initial drop-down list, begin typing the name of the application type.  
As you type, the drop-down list changes to show only application types that match your search criteria.
3. To start an application, click the desired application type in the drop-down list.

## Searching for Popular and Recent Application Types

To search for popular and recent application types:

1. Click in the search field.
2. Review these lists of popular and recently used application types.  
The lists appear in the overlay on the right panel of the Apply page. They can include a mix of business license, permit, and planning application types.

List	Description
<b>Recent</b>	Lists the application types (up to five) for the applications that the current user most recently submitted.  <b>Note:</b> Anonymous public users do not see a list of recent application types.
<b>Popular</b>	List the application types (up to five) that have been used most often in the last 30 days.

3. To start an application, click **Select** for the desired application type.

## Browsing for Application Types

To browse for application types:

1. Click the button for **Business Licenses, Permits, or Planning Applications** on the left side of the Apply page. After you click a button, the overlay on the right side of the page lists categories for the specified type of transaction.
2. Expand categories to browse the application types.
3. To start an application, click **Select** for the desired application type.

## Using a Guided Questionnaire to get Application Type Recommendations

If your agency sets up a questionnaire using Oracle Intelligent Advisor, the questionnaire can guide users and make application type recommendations. The guide uses the Oracle Intelligent Advisor policy model that you specify for the *Permits* offering, if one exists. If there's no offering-level policy, the questionnaire comes from the agency-level Oracle Intelligent Advisor policy model. For more information on identifying the Oracle Intelligent Advisor policy model to use, see *Setting Up Agencies*.

To find application types using a guided questionnaire:

1. Click the **Guide** button to open the guided questionnaire. This button appears only if the agency has configured an Oracle Intelligent Advisor policy for recommending application types.
2. Step through the questionnaire. At the end of the questionnaire, the guide will recommend application types and provide an option to save the recommendations.

3. Optionally save the recommendations.

A registered user follows these steps to save the recommendations:

- a. Enter a nickname for the recommendations in the **Nickname** field.
- b. Click **Save**.

The recommendations are associated with the user account and can be retrieved from the Apply page.

An anonymous user follows these steps to save the recommendations:

- a. Enter an email address in the **Email ID** field.
- b. Enter a nickname for the recommendations in the **Nickname** field.
- c. Click **Save**.

The system sends the user an email with an acknowledgement number that can be used to retrieve the recommendations from the Apply page.

## Viewing Saved Recommendations from the Guided Questionnaire

Public users can view guided questionnaire recommendations that they save.

To view the recommendation that are already associated with a registered public user's account, the user follows these steps:

1. Sign in.

2. Click the **Apply** button on the registered public user landing page.
3. Click **View Recommendations**.

The recommendations appear in the right panel overlay under the heading **Recommended Permits**.

Both registered and anonymous public users can retrieve recommendations that were saved during an anonymous session. To retrieve these recommendations, the user follows these steps:

1. Access the Apply page.
2. Locate the **Search Saved Recommendations** link:
  - o Anonymous users can find this link in the right frame of the Apply page.
  - o Registered users who are signed in must click the **View Recommendations** link in the left panel. The resulting overlay on the right panel includes the **Search Saved Recommendations** link.
3. Click **Search Saved Recommendations** to open a new window.
4. Enter the **Acknowledgement Number** that was emailed to the user when the recommendations were saved.
5. Enter the **Email** that the user provided when saving the recommendations.
6. Click **Search**.

## Getting an Online Fee Estimate

Agency staff and registered applicants can get fee estimates online outside of the application process.

The online calculator estimates application fees based on the fee structure of the application type.

After signing in, you can select the Estimate Fees action on the Agency Springboard. Public users select this action on the registered user landing page. From the Apply page you can initiate an application for a permit, but for a fee estimate you'll launch the fee calculator from the fee estimate icon. Based on the fee structure for the application you choose, you'll enter information that is relevant to the fees, without filling out an application. The estimated fees are calculated and displayed for your review with fee line descriptions and amounts. You'll also see whether a fee is due when you submit the application or payable later when required. You might want to simulate new scenarios simply by entering new values, or by selecting a different type of application. Once you have a fee estimate and decide to move forward, you can begin the application process, if desired.

**Note:** The calculated fees are only an estimate and may change without notice. The final fees are determined when you submit the application and during application processing.

Here's how to get an estimate:

1. Go to the Agency Springboard if you are gathering information for a public user. Registered public users can go to their landing page.
2. In the **I Want To** quick actions drop-down list, select *Estimate Fees*.
3. Once you're on the Apply page, find the application type you want and click the **Estimate Fees** icon. For example, if you want to get an estimate for a building permit, click the icon next to the button to start a building permit application.
4. Fill out the form to the best of your knowledge with the information required to calculate the fees. For example, enter the square footage of the building.
5. Click **Calculate**.
6. For different scenarios, enter new values and click **Calculate** to see the updated estimate.

The estimated fees are displayed for your review with the fee description, amount, and whether the fee is due when you submit the application or payable when required.

## Completing an Application

Agencies configure the specific sections and fields for each type of application. Regardless of these specifics, the general interface for completing an application is consistent.

This example illustrates an application.

**Note:** An anonymous public user who starts an application must sign in before the application pages appear. Users who have not previously registered must register first.

## Data Entry Pages

The application begins with data entry steps that the agency configures. There can be one or many data entry steps. Agencies configure the sections and fields for each data entry step.

Data entry sections are generally self-explanatory, but the following table includes notes about certain sections:

Section	Notes
<b>Applicant</b>	<ul style="list-style-type: none"> <li>All applications include this section, which is used to identify the applicant.</li> <li>When a registered public user starts an application, this section is prepopulated, and certain identifying fields are read-only.</li> <li>Agency staff members who complete an application on behalf of a member of the public must identify the applicant.</li> </ul>
<b>Terms and Conditions</b>	<ul style="list-style-type: none"> <li>If a data entry step includes the Terms and Conditions section, public users must agree to the terms before continuing past that step.</li> </ul>

Section	Notes
	<ul style="list-style-type: none"> <li>Agency staff can't accept terms on behalf of a public user, so this section is hidden from agency staff.</li> </ul>
<p><b>Contacts</b></p>	<p>All applications::</p> <ul style="list-style-type: none"> <li>The Contacts section lists people who are contacts for this specific application. These people can be, but aren't required to be, the applicant's profile contacts.</li> <li>Select an existing contact from a list, or enter information for a new contact on the Contact Details page.</li> <li>All application contacts must have a contact type that describes the role of the person relative to the specific application.</li> </ul> <p>Permits and planning applications:</p> <ul style="list-style-type: none"> <li>On the Contact Details page for new contacts, use the <b>Add to Profile</b> switch to replicate the new contact to the applicant's list of profile contacts.</li> <li>On the Contact Details page for already-added contacts, use the <b>Update Profile</b> switch to replicate any changes (such as an updated email or phone number) to the profile contact. This switch appears only if the contact is already a profile contact.</li> </ul> <p>Permit applications:</p> <ul style="list-style-type: none"> <li>If the contact type is configured to allow permit access, and the contact email matches the account email for a registered user, then that registered user can access the permit.</li> <li>When prompting for a contact type, the user can see which types allow permit access.</li> <li>The list of contacts for the application includes columns that display the contact type and whether permit access is enabled for that type.</li> <li>The page where you enter or edit contact details includes explanatory text to ensure that users are aware when the selected contact type confers permit access.</li> <li>For more details about a contact's access to a permit, see <a href="#">Setting Up Contact Types</a>.</li> </ul>
<p><b>Contractor</b></p>	<p>Applicants who self-identify as contractors (or their authorized agents) are required to enter a license number, which can be used to retrieve additional information about the license and the business. That information can be retrieved from the agency's main contractor records if the information already exists there. If you integrate with an external licensing body, the information can be retrieved from the licensing body's records.</p> <p>Applicants who do not self-identify as contractors can enter information about the contractor who is performing the work. The license number is optional, and other fields such as the business name are unrestricted.</p> <p>For more information, see <a href="#">Contractor License Overview</a>.</p>

## Review Page

A *Review* step appears after the last data entry step for an application. The page for the Review step shows all of the data entry sections on a single long read-only page.

## Confirmation Page

If the application includes a confirmation page, it appears after the review page. This page can have any name.

A common scenario is to show a fee summary on the confirmation page. Displaying a read-only fee summary at the very end of the application, after all data entry is complete, ensures that the fee calculations are final.

## Single Page View and Multi-Page View

A drop-down field at the top of the application page lists the steps, including data entry pages, the Review page, and the confirmation page. Selecting a step takes the user directly to that step.

The final item on the step list is an option to toggle between the *Single-Page View* and *Multi-Page View*.

In single-page view, all of the data entry steps are combined into a single step labeled *Step 1: Single-Page View*. The review and confirmation steps remain separate.

## General Navigation Controls

The banner above the application form includes these buttons for general navigation:

- **Previous** and **Next** buttons enable users to move through the steps.
- On the final step, a **Submit** button replaces the **Next** button.

Submitting an application initiates the workflow for the application. Registered public users can't make changes to an application after it's submitted.

- The **Save** button lets users save their progress without submitting the application.

If an application is saved without being submitted, the user can continue working on the application later.

- The **Close Application** button closes the application and discards unsaved changes.

A warning message gives users a chance to return to the application instead of closing it.

# 3 Managing Business License Applications

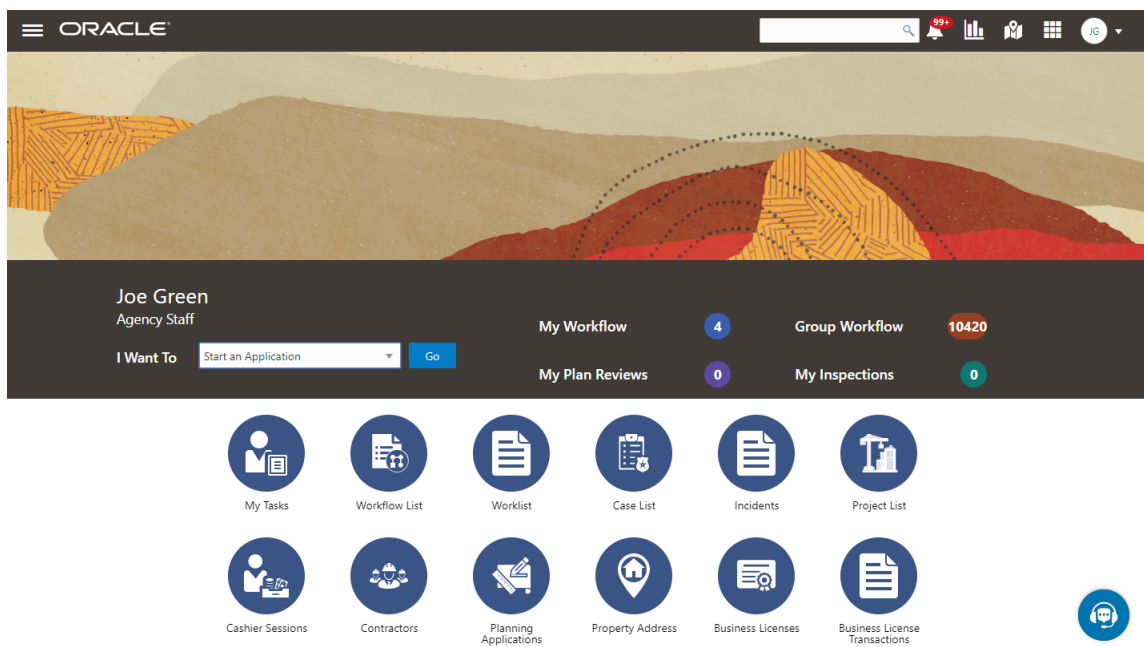
## Using the Agency Springboard

The Agency Springboard provides a landing page for agency staff to manage their work.

The Agency Springboard provides agency staff with a central launching page for access to tasks and pages that are relevant to the staff member's role.

Some of the elements on the agency springboard are similar elements on the landing pages for public users, while others are specifically for agency staff.

This example illustrates the Agency Springboard. The springboard is configured to show the quick actions section ("I Want To" actions), the task list element (links to workflow tasks and to my plan reviews and my inspections), and a selection of springboard tiles. The alerts banner is not shown in the example.









For information about setting up the elements on the Agency Springboard, see [Setting Up the Agency Springboard](#).



## Global Banner

The global banner appears at the top of pages throughout the system.

The global banner for public users does not include all of the elements that are available to agency staff. The banner for agency staff includes these elements:

Page Element	Description
	<p>Click the <b>Back</b> icon to return to the previous page. The banner doesn't include this icon when you're on the springboard.</p>
	<p>Click the <b>Navigator</b> icon to access pages using a hierarchical menu.</p>
	<p>Click the <b>Home</b> icon to return to the Agency Springboard. The banner doesn't include this icon when you're already on the springboard.</p>
<p><b>Global Search</b> (unlabeled search box)</p>	<p>Enter search terms, then press enter or click the search icon to search for any of these objects:</p> <ul style="list-style-type: none"> <li>• <b>Permits:</b> In process and completed permit applications.</li> <li>• <b>Planning Applications:</b> In process and completed planning applications.</li> <li>• <b>Inspections:</b> Scheduled and completed building inspections.</li> <li>• <b>Projects:</b> Active projects.</li> <li>• <b>Incidents:</b> In process and completed incidents.</li> <li>• <b>Cases:</b> In process and completed cases.</li> <li>• <b>Citations:</b> Paid and unpaid citations.</li> <li>• <b>Business Licenses:</b> Active, inactive, expired, suspended, revoked, and closed business licenses.</li> </ul> <p>Searching opens the search results page, which has tabs for each type of searchable object. Click a tab to see the indicated subset of search results, and click a row in the search results to access the object details.</p> <p>Tabs for features that you haven't implemented are hidden. For example, if you don't use project functionality, the Projects tab is hidden.</p> <p><b>Note:</b> Public users also have access to the global search, but their search results do not include code enforcement objects (citations, incidents and cases).</p>
	<p>Click the <b>Notifications</b> icon to open a pop-up window that lists the most recent unread notifications. Each notification row includes an action menu for marking the notification as read and a details button for opening the Notification Details page. The pop-up window also has a <b>View All</b> button that opens the Notifications list page, where you can access all of your notifications.</p> <p>A badge on the icon indicates the number of unread notifications. If there are more than 99 unread notifications, the badge displays 99+.</p>
	<p>Click the <b>Reports and Analytics</b> icon to access the Oracle Business Intelligence Catalog (BI Catalog) or access predefined dashboards.</p>
	<p>Click the <b>Maps</b> icon to access these maps:</p> <ul style="list-style-type: none"> <li>• The main agency map lets you view existing transactions or start new applications for properties that you select.</li> <li>• The Public Hearing map lets you generate hearing notifications by defining an area and generating lists of parcels, owners, and addresses for that area.</li> </ul> <p>If you only have security access to one map, clicking the Maps icon opens that map. If you have access to both maps, clicking the Maps icon opens a menu so you can choose which map to open.</p>



Page Element	Description
	<p>Click the <b>Page Finder</b> icon to open a pop-up window where you can search pages by their full or partial page name. As you type, the page list is updated to match your criteria. Click any page in the list to access it.</p> <p>The page finder provides a convenient alternative to the hierarchical menu navigation found in the Navigator.</p>
	<p>Your user account is represented by a circle with your initials. Click this icon to access a menu with options for updating your user preferences, changing your password, or signing out. This menu also includes a Help item that provides access to system documentation.</p>

## Alerts

Alerts are displayed as a banner that broadcasts messages with important information. These alerts are configured by the agency administrators.

## Quick Actions (I Want To)

You can perform quick actions section using the **I Want To** drop-down list. Choose an action, such as starting an application or scheduling an inspection, then click **Go** to access the related page.

This table lists the actions in the **I Want To** list. You see only the actions to which you have security access.

Action	Description
<i>Start an Application</i>	Opens the Apply page, where you can chose an application type and start an application. See <i>Choosing an Application Type</i> .
<i>Estimate Fees</i>	Opens the Apply page, where you can chose an application type and estimate fees for your application. See <i>Getting an Online Fee Estimate</i> .
<i>Schedule an Inspection</i>	Opens the Inspection List page, where you can request a permit inspection. See <i>Requesting Inspections</i> .
<i>Report an Issue</i>	Opens the Select an Issue Type page, where you can being the process of reporting a code enforcement issue. See <i>Reporting Issues</i> .
<i>Pay Citation</i>	Opens the Pay Citation page, where you can enter a citation ID and enter payment information on behalf of a public user. See <i>Paying Citations</i>

## Task Lists

The task list section provides links to the Task Management page. Each link corresponds to a specific tab on the Task Management page. Use the links and the tabs to view the indicated type of task. The number next to each link provides a count of the indicated type of task.

- **My Workflow**
- **Group Workflow**
- **My Plan Reviews**
- **My Inspections**

**Note:** Your security roles determine whether you see role-specific links such as My Inspections and My Plan Reviews.

For more information about tasks, see *Managing Tasks*.

## Tiles

The lower area of the springboard displays tiles that you click to access specific transactions.

# Managing Business License Transactions

Business license transactions are specific activities related to a business license. Transactions can be pre-license consultations, or they can be activities related to the actual license, such as the license origination activity. Business license transactions are distinct from the actual business license that gets issued.

Use the Transactions page to view summary information about activities such as consultations and license origination. Access the Transactions page by clicking the **Business License Transactions** tile on the Agency Springboard.

Use the Transactions page to:

- View a summary of business license transactions.
- Access details about a business license transaction.
- Apply for a business license on behalf of an applicant.
- Manually enter fee payments on behalf of an applicant.

**Note:** This topic discusses only business license transactions. For information about the other types of transactions that appear on the Transactions page, see *Managing Transactions*.

## Registered User View of Business License Transactions

Registered users can access a list of their own business license transactions. The public-facing list shows most of the same information as the agent-facing list. However, public users don't see the name of the assigned agent, and they can't initiate a payment from the list.

From the registered user landing page, a registered user accesses the transaction list by clicking the **Applications** tile or by using the *Go to Applications* action in the quick actions drop-down list.

The Applications page has tabs for viewing different types of transactions. The Business Licenses tab lists the user’s business license transactions. Clicking a list item displays details for a specific transaction.

## Overview of General Page Controls

The Transactions page includes separate tabs for business license activity, permits, and planning applications. Although the transaction data varies depending on the transaction type, the following page elements appear above the transaction list and are common to all transaction types.

Page Element	Description
<b>Business Licenses, Permits, Planning Applications, and All</b>	Click these tabs to choose which types of transactions to list.
<b>Apply</b>	Click to access the Apply page, where you choose an application type and start a new application on behalf of an applicant.  For more information, see <i>Choosing an Application Type</i> and <i>Completing an Application</i> .
<b>Download</b>	Click to export the list to a .csv file.
<b>Show All Statuses</b>	Use this switch to filter the list based on transaction status: <ul style="list-style-type: none"> <li>If the switch is off, the list includes only active transactions.  This is the default setting if any active transactions exist.</li> <li>If the switch is on, the list includes transactions in all statuses, including active, inactive, canceled and withdrawn applications.  This is the default setting if there aren’t any active transactions.</li> </ul>
<b>Search</b>	Use keywords to search for transactions. For example, you can search using an application ID or applicant name. To search on a date, use the date format MM/DD/YYYY.
<b>Filter By</b>	Apply filters to display transactions that contain the selected parameter values in the list. Click the filter button to open the filter options, where you can define, modify, and save your own filters.
<b>Sort By</b>	Here are some of the sorting options: <ul style="list-style-type: none"> <li><i>Application</i>: The application ID.</li> <li><i>Type</i>: The application type.</li> <li><i>Status</i>: The activity status (not the license status).</li> <li><i>Creation Date</i>: The date that the application was first saved, regardless of when it was submitted.</li> <li><i>Created By</i>: The person who created the application.</li> <li><i>Applicant</i>: The applicant for whom the application was created.</li> <li><i>Total Fees</i>: The fees for the activity.</li> <li><i>Total Due</i>: The unpaid fees for the activity.</li> <li><i>Expiration Date</i>: The date that a pending application expires (not the expiration date for the actual license).</li> </ul>

Page Element	Description
List View	View the transactions in list format.
Grid View	View the transactions in grid format. Unlike lists, grids include a header row with column labels.
Map View	View the transactions on an interactive map.  The left frame of the map view displays a list of transactions. The list includes only basic information about each item: the transaction ID, type, and status.  The right frame of the map view displays a map with markers to show the locations of the items on the list. Click a list item to zoom to its marker on the map.  See <a href="#">Viewing Map Markers</a> .

## Reviewing Business License Transactions

Use the Transactions page to view summary information about business license activities such as consultations and license origination.

To review business license transactions:

1. Select the **Business License Transactions** tile on the agency springboard.


This navigation option brings you directly to the **Business Licenses** tab on the Transactions page.

If you access the Transaction page using the **Permits** or **Planning Applications** tiles on the agency springboard, simply click the **Business Licenses** tab to switch lists.

2. Review transaction information.

The following table of page elements includes the column labels that appear in the grid view. The list view shows the same information, but without column labels.

Page Element	Description
License	Displays the application ID, application type, and the overall status of the business license. If the business license is about to expire, an expiration message also appears, emphasized by a warning icon.  For active licenses, the application ID is a link to the license details.  The status in this column is for the actual license, <i>not</i> for the specific transaction. For example, a license in <i>Expired</i> status can have an origination transaction in <i>Completed</i> status.  Rows for consultations transactions don't display a status in this column.  On the <b>All</b> tab, the column label for this information is <b>Application</b> .

Page Element	Description
<b>Business Information</b>	<p>Displays the business name and address that are associated with the transaction location. This can be different from the name and address of the business itself.</p> <p>If the application indicates that the location is outside of the agency's jurisdiction, no address appears here.</p> <p>On the <b>All</b> tab, the column label for this information is <b>Property</b>.</p>
<b>Description</b>	<p>Displays the description of the application. Applicants optionally enter a description on the <b>Application</b> section of the application form. Agency staff can add or update descriptions on the overview or summary page of the transaction detail.</p>
<b>Activity</b>	<p>Displays the type of activity, such as <i>Consultation</i> or <i>Origination</i>, along with the activity status.</p> <p><b>Note:</b> On the <b>All</b> tab, the column label for transaction activity information is <b>Additional Information</b>.</p>
<b>Assigned</b>	<p>This column appears only in grid view. It displays the name of the business license specialist who is assigned to the activity.</p> <p>In list view, the assignment information appears with the activity information.</p> <p>This information does not appear on the <b>All</b> tab.</p>
<b>Fees</b>	<p>Displays the total fees for the activity, and the balance due if the total has not been paid.</p>
<b>Actions</b> 	<p>Select the <b>Pay</b> button in the <b>Actions</b> column to process to submit payment information on behalf of the applicant.</p> <p>Applicants typically pay their fees online using the payment cart, but if needed, you can initiate a payment on behalf of the applicant. Using the <b>Pay</b> button bypasses the payment cart and goes directly to the Checkout page in payment services.</p> <p>For more information about paying fees, see the <a href="#">Payment Flow Overview</a>.</p>

- To access the details for a transaction, click the row.

If the application hasn't been submitted (it is in *Pending* status), the application form appears. You can review and update the form and submit it on behalf of the applicant.

If the application has been submitted, the detail page for the business license transaction or consultation appears.

## Navigating to Business License Activity Details

The business license activity detail pages contain the information you need to manage business license and consultation applications throughout their lifecycle, such as workflow, fees and payments, communications, and more.

You navigate to the activity details through a panel with tabs on the left side of the page. Access the activity details through the **Business License Transactions** tile on the agency springboard, then select the consultation or business license application from the list on the Transactions page. You'll find these tabs for viewing details about this application:

Page Name	Description
Activity Summary	View a summary of activity for the business license or consultation with links to more detail.  See <i>Viewing a Summary of Business License Activity</i> .
Business Information	View and update business information associated with a business license or consultation captured during the application process. <ul style="list-style-type: none"> <li>• Business Details</li> <li>• Owners</li> <li>• Location</li> </ul> See <i>Viewing Business Information</i> .  You can find business information associated with an issued license on the license pages. See <i>Managing Business Information</i> .
Workflow	View the workflow status of each task as defined by the agency using Oracle Autonomous Integration Cloud (OIC).  See <i>Using Workflow</i> and <i>Managing Tasks</i> .
Application Details	Review information captured from the application intake form that is specific to the type of business license or consultation.  See <i>Viewing Business Application Information</i> .
Contacts	Review and add contacts for the permit.  See <i>Adding Contacts to Applications</i> .
Attachments	View a list of files and upload or download documents on this page.  <i>Working with Attachments</i> .
Comments	Review or add comments pertaining to this permit.

Page Name	Description
	<i>Working with Comments.</i>
Fees and Payments	Manage fees and payments. See <i>Working with Fees and Payments.</i>
Communications	Send ad hoc email messages and notifications associated with this business license or consultation transaction. See <i>Working with Application Communications</i> and <i>Working with Ad Hoc Communications.</i>
Additional Information	View the history of application status changes. See <i>Viewing Application Status History.</i>
Related Transactions	Create and view links between transactions. See <i>Working with Related Transactions.</i>

## Viewing a Summary of Business License Activity

You view a summary of activity for a business license on the summary page. Here you get a snapshot of the business license application details, with links to more information about the workflow and fees and payments.

The summary is updated to show the latest transaction activity associated with the business license.

As agency staff, you can also assign a specialist on the summary page. Both agency staff and the applicant can add a description of the application.

### Viewing Application Details

1. Select the **Business License Transactions** tile on the Agency Springboard.
2. On the Transactions page, click the row for the selected business license application to open the Activity Summary page.
3. Let's take a look at some of the details you can review or actions you can take:

Page Element	Description
<b>Status</b>	Review the application status.
<b>Submitted By</b>	Review the name of the person who submitted the application.
<b>Submission Date</b>	Review the date the application was submitted for processing.

Page Element	Description
<b>Specialist</b>	<p>Review the name of the specialist assigned to the business license application.</p> <p>Only agency staff can assign or reassign a specialist to the application by clicking the <b>Assign</b> or <b>Reassign</b> link, respectively.</p> <p>Click the <b>History</b> icon next to the <b>Specialist</b> field to view a history of assignments.</p> <p>For more information about working with specialists, see <i>Working with Specialists</i>.</p>
<b>Description</b>	<p>Enter a description of the application by clicking the <b>Add</b> link, or update the description by clicking the <b>Edit</b> link in the <b>Description</b> field. The agency staff or applicant can add or edit a description.</p>
<b>Effective Date</b>	<p>Review the date the business license becomes effective.</p>
<b>Expiration Date</b>	<p>Review the expiration date of the application.</p> <p>If the <b>Extend</b> link is available next to the <b>Expiration Date</b> field, agency staff can enter a new expiration date that allows more time before the application expires.</p> <p>Expiration notifications appear below the expiration date. Depending on how the agency set up the expiration rules for the business license type, you might see a notification that the application expires in the displayed number of days.</p> <p>For more information about working with application expiration, see <i>Expiration Overview</i> and <i>Working with Application Expiration</i>.</p>

4. There are also sections with information about the selected application with links to navigate to more detail.

Page Element	Description
<b>Applicant</b>	<p>View the applicant's name and contact information.</p> <p>Click the <b>View Details</b> link to open the Contacts page. For more information about contacts, see <i>Adding Contacts to Applications</i>.</p>
<b>Workflow</b>	<p>View a list of active and recently completed tasks, including the task status, assignment, last updated date, and number of days in the current status.</p> <p>Click the <b>View Details</b> link to open the Workflow page. For more information about workflow, see <i>Using Workflow</i>.</p>



Page Element	Description
<b>Fees and Payments</b>	View the total fees paid, amount due, and the date and amount of the last payment.  Click the <b>View Details</b> link to open the Fees and Payments page. See <i>Working with Fees and Payments</i> .

## Working with Specialists

You assign and reassign specialists to a business consultation and license application. Access the specialist assignment history on the Activity Summary page of the business license or on the Overview page of the business consultation application.

The list of available specialists is limited to the agency staff that have the Specialist job function, which is defined on the Agency Staff page. The specialist must also be assigned to the specialist Job Function Attribute for *Business License Application Types* within the Specialist job function. *Setting Up Agency Staff*.


### Assigning a Specialist

1. Select **Business License Transactions** on the Agency Springboard.
2. Click the row for a business consultation or license application on the Transactions page.
3. On the Overview page of the consultation or the Activity Summary page of the license application, click the **Assign** link in the **Specialist** field.  
If a specialist has already been assigned, you can click the **Reassign** link to select a different specialist.
4. Select the check box for the specialist to assign them to the consultation or license application.
5. Click **Save** to save your selection.

### Viewing Specialist Assignment History

You can view the specialist assignment history on the Assign Specialist page after one or more assignments have been made.

1. Select **Business License Transactions** on the Agency Springboard.
2. Click the row for a business consultation or license application on the Transactions page.
3. There are two ways to view the specialist assignment history on the Overview page:

Page Element	Description
	Click the <b>History</b> icon next to the <b>Specialist</b> field to open the Specialist Assignment History page.
<b>Reassign</b>	Click the <b>Reassign</b> link next to the <b>Specialist</b> field to open the Assign Specialist page. Click the <b>History</b> tab.

4. View a list that includes past specialist assignments, the dates they were assigned, and the specialist currently assigned to the consultation or license application, if any.

## Viewing Business Information

Agency staff can view and update business information associated with a business license or consultation captured during the application process.

The business information available in the business license activity details provides you with the details of the business, its owners, and the locations of the business all arranged in separate tabs.

1. Select the **Business License Transactions** tile on the Agency Springboard.
2. Click the row for a consultation or business license application on the Transactions page.
3. On the Activity Summary page, expand the **Business Information** navigation menu item in the left pane.
4. Select a tab under **Business Information** in the left pane to view the page. Here are the pages with business information from the submitted application.

Page	Description
<b>Business Details</b>	<p>View information such as the legal name of the business, the ownership type, address, federal tax ID, fiscal year end, and other business details.</p> <p>Agency staff with appropriate permissions can update the business information.</p>
<b>Owners or Corporate Officers</b>	<p>View the name and contact information of the business owner or corporate owners, as well as the ownership percentage.</p> <p>Agency staff with appropriate permissions can add or delete the owner or corporate officer information.</p>
<b>Location</b>	<p>View information about the business location for the license. In addition to the application status, here's some of the license information included on the page:</p> <ul style="list-style-type: none"> <li>○ Doing Business As (DBA) name and website</li> <li>○ Physical address and parcel number, if the business isn't a mobile business</li> <li>○ Mailing and billing address</li> <li>○ Phone numbers and emergency contacts at the location</li> <li>○ Tax IDs and State Equalization Board number</li> <li>○ Business category, subcategory, and start date</li> </ul>

### Related Topics

- [Managing Business Information](#)

## Using Workflow

Workflow provides a defined structure for the permit and planning application life cycles. For example, humans perform manual steps such as approving a permit application, while the workflow engine performs automated steps such as updating permit and inspection statuses.

Managing workflow tasks consists of updating the assignment, status, and priority for a task that a human performs. You can also add comments to a task and edit workflow comments.

You do not, however, use workflow functionality to perform the actual task. If workflow includes a task to review plans, you need to review the plans manually and record your plan review decision in the plan review pages. Once the plan review cycle is complete and all decisions are approved or not required, the workflow engine automatically moves the workflow to the next step. As an inspector, when you approve the final inspection, the workflow engine automatically changes the inspection task in the workflow to complete.

## Workflow and Non-Workflow Tasks

This topic discusses workflow tasks. These are tasks that are defined in workflow process definitions within Oracle Autonomous Integration Cloud (OIC). Agency staff manages these tasks using the Workflow page in the details of a permit or planning application.

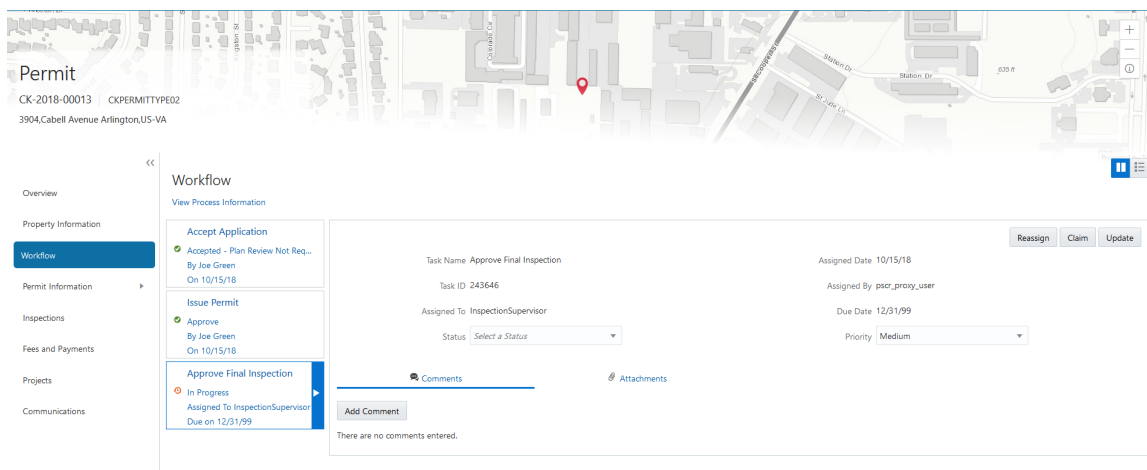
Oracle provides an additional page that agency staff can use to review both workflow and non-workflow tasks. For information about this functionality, see [Managing Tasks](#).

## Managing Workflow Tasks

Use the Workflow page to see past and current workflow tasks and to manage task assignments, status, priority, and comments.

Access the Workflow page by clicking the Workflow tab.

This example illustrates the Workflow page in two-panel view, which is described in the following text.



**Note:** You can update or assign a task only if it is in progress. You can add comments to tasks that are complete, but you cannot make other changes. You cannot make any changes to a task that is not started.

To manage a workflow task:

1. Select the **Permits** or **Planning Applications** tile on the Agency Springboard.
2. Click the row for the permit or planning application you want to view.
3. Use the navigation links on the left side of the screen to select **Workflow**.

The Workflow page appears on the right side of the page. This page can be toggled between a two-panel view and a list view. The list view is display-only and visible to both agency staff and registered public users; the two-panel view is for agency staff only. The default two-panel view includes the following:

Panel	Description
Task summary cards on the left.	<p>The left panel lists completed and in progress tasks. Each task appears on a card that lists the following information:</p> <ul style="list-style-type: none"> <li>○ Task name</li> <li>○ Task status</li> </ul> <p>Although completed tasks can have a variety of statuses based on the outcome of the task, the status of an in progress task is always <i>In Progress</i>. If the workflow process definition uses parallel gateways, you might see multiple in-progress tasks.</p> <ul style="list-style-type: none"> <li>○ Assignee</li> </ul> <p>Tasks can be assigned to an individual, or they can be assigned to a group whose members can claim the task.</p> <ul style="list-style-type: none"> <li>○ Either the due date (for in progress tasks), or the last-updated date, which is the completion date for past tasks.</li> </ul>
Task details on the right.	<p>The right panel displays more details for the task that is selected in the left panel.</p> <p>If the task is in progress, use the right panel to change the task assignment, update the status and priority, or add task comments.</p> <p>Completed tasks are not updatable, but you can add comments to them.</p>

4. Select a workflow task from the left frame to see details in the right frame.
5. Review read-only task information.

These fields can't be updated regardless of the task status:

Page Element	Description
<b>Task Name</b>	The task name as defined in the OIC workflow engine. For example, the <i>Application Acceptance</i> task is for reviewing and accepting a permit or planning application that has been submitted.
<b>Task ID</b>	The identifier for this specific instance of a task. For example, multiple permits or planning applications have an <i>Application Acceptance</i> task, but the Task ID for accepting the application is unique for each permit or planning application.

Page Element	Description
<b>Assigned To</b>	The name of the individual who is assigned to the task, or, if the task isn't assigned to an individual, displays the name of the group or role that is responsible for the task.
<b>Assigned Date</b>	The date that the task assignment was last updated.
<b>Assigned By</b>	The name of the person who last updated the task assignment. When an assignee claims a task, the Assigned To and Assigned By names are the same.
<b>Due Date</b>	The date by which the task must be completed. The workflow process definition in OIC sets the due date. Generally the due date is defined as a specific amount of time after the task is started.

6. If the task is in progress, you can reassign it using these buttons:

Page Element	Description
<b>Reassign</b>	Click to choose an assignee for the task.  See <i>Managing Tasks</i> .
<b>Claim</b>	Click to assign the task to yourself.  This button is visible only for tasks that are assigned to a group rather than to an individual.
<b>Release</b>	Click to remove yourself as the task assignee. The task is reassigned to its default group so that group members can see and claim the task.  This button is visible only for tasks that are assigned to you.

7. To update the status or priority of an in progress task, use these fields:

Page Element	Description
<b>Status</b>	Select a status that represents the final outcome of the task.  The task statuses depend on the workflow setup. For example, the available statuses for a task that requires a simple approval might be <i>Approve</i> and <i>Reject</i> . The workflow status of each task is defined by the agency using OIC.

Page Element	Description
	<p>Other tasks might require different statuses. The sample workflow that Oracle provides includes these statuses for the task where you review an application: <i>Accepted - Plan Review Not Required</i>, <i>Accepted - Plan Review Required</i>, <i>More Info Needed</i>, and <i>Reject</i>.</p> <p><b>Note:</b> Task statuses are not the same as application status. However, the workflow engine can update the application status based on the outcome of a task.</p>
<b>Priority</b>	Set the priority to <i>High</i> , <i>Medium</i> , or <i>Low</i> . The priority is informational only.

**8.** Click **Update** to save your changes.

When you save your changes, the system does the following:

- o Sends an update to the workflow engine in OIC, triggering any subsequent tasks in the workflow. For example, in a delivered sample workflow, approving a permit application triggers an update to the permit status, which triggers an email to the applicant. The workflow then reaches a decision point that checks whether a plan review is required. The next human step in the process is either completing a plan review or, if no review is required, issuing the permit.
- o Refreshes the Workflow page, which becomes read-only if the task is complete.
- o Displays a **Refresh** icon on the read-only page so that you can check if any new human workflow tasks get triggered.

**9.** Click **Refresh** to update the page and see if the completion of the task has triggered another workflow task for the application.

Processing time can vary, so you might need to wait before refreshing the page.

## Adding Comments to a Workflow Task

Comments are a useful mechanism for adding information to a workflow task. You can control whether the comment is visible to public users who view their application workflow. The default setting is for comments to be visible, so you must manually hide comments that you do not want the public user to see.

For more information about comments, see [Working with Comments](#).

To add a comment to a task:

1. Access the workflow task.
2. Click **Add Comment**.
3. To write a new comment from scratch, enter and format your comment in the rich text field on the page.
4. To create a new comment based on one or more existing comments:
  - a. Click **Select Comments**.
  - b. On the Select Comments page, click **Favorite**, **Standard**, or **Recent** to see the corresponding list of comments.  
Favorite, standard, and recent comments are described in the topic [Working with Comments](#).

- c. Locate and select the comments you want to copy, using the search and filter options as needed.
  - d. Click **Insert** to copy the text of the selected comments into the field for the new comment.
  - e. If necessary, modify the copied text.
5. If you want to hide the comment from public users, click the **Hide from Public** icon to toggle the visibility setting.

When the icon displays an open lock, the comment is visible to the public. This is the default setting for new comments.

When the icon displays a closed padlock, the comment is hidden from the public.

6. Click **Save** to save the comment and return to the Workflow page.

## Modifying a Comment in a Workflow Task

To modify a comment:

1. Access the workflow task.
2. Click an existing comment to view it on the Comment page.
3. Modify the text of the comment as needed.  
If you use the **Select Comment** option to add text from an existing comment, the new text is added after any existing text.
4. To modify the comment visibility, click the **Hide From Public** icon.  
Clicking the icon toggles the setting. When the icon displays an open lock, the comment is visible to the public. When the icon displays a closed padlock, the comment is hidden from the public.
5. Click **Save** to save changes and return to the Workflow page.

## Deleting a Comment from a Workflow Task

To delete a comment:

1. Access the workflow task.
2. Click an existing comment to view it on the Comment page.
3. Click the **Delete** icon.  
The comment is deleted, the window closes, and you return to the Workflow page.

## Managing Attachments for a Workflow Task

You can upload files to attach them to specific workflow tasks. Files that you associate with a workflow task are visible only on the detail page for that task. That is, workflow attachments are not visible on the general Attachments page for an application.

To manage attachments for a workflow task:

1. Access the workflow task.
2. Click the **Attachments** link to display attachments information.  
The **Attachments** link and **Comments** link toggle the display between task comments and task attachments. In Attachments view, a grid displays the **File Name**, a **Description**, and the **File Size** for each attachment.
3. To add a new attachment:
  - a. Click **Add**.

- b. Select a file using your browser's file selection window.
- c. On the Add Attachments page, verify the **File Name** and optionally enter a **Description**.
- d. Click **Upload**.

When the upload is complete, the new attachment appears in the workflow task details.

4. To view or modify attachment information:
  - a. Click the **Actions** icon for the existing attachment.
  - b. Select **View Details**.
  - c. On the Attachment page, review the **File Name**, **File Size**, and the **Last Updated By** and **Uploaded By** user names.
  - d. Optionally update the **Description**.
  - e. Click **Save** or **Cancel** to return to the Attachments page.
5. To download a file, click the **Actions** icon and select **Download**.
6. To delete a file, click the **Actions** icon and select **Delete**.

You are prompted to confirm the deletion.

7. To close the Attachments window, click **Cancel**.

## Viewing the Overall Workflow for an Application

Use the list view on the Workflow page to view all of the workflow tasks that a human must perform for a specific permit or planning application. This list does not include system tasks such as updating the application status and sending automated notifications.

The list includes completed, in progress, and not started steps. Showing all of these steps together provides a big-picture view of the process. However, some steps that are not yet started might not be applicable depending on the workflow path.

**Note:** Unlike the two-panel view, the list view is visible to registered public users who access information for their application. The list view is read-only, so public users are never able to update tasks.

To use the list view:

1. Select the **Permits** or **Planning Applications** tile on the Agency Springboard.
2. Click the row for the permit or planning application you want to view.
3. Use the navigation links in the left frame to select **Workflow**.
4. Click the **Show List View** icon.
5. Review the task list.

The task list displays:

- o The **Task Name** and **Status**.
- o The **Last Updated Date**.
- o The **Days Taken**, which represents the number of days elapsed while the task is in progress.

The value is the number of days so far for an in progress task, or the total days from start to finish for a completed task. This field is blank for tasks that have not started.

- o **Comments**, which displays the two most recent comments.



For each comment, this column displays the creation date and time, the creator, and the comment text. Lengthy comment text is truncated.

6. To review task history, click a specific task to open the Task Details page.

This page lists the dates that the task was updated along with the task status on that date, the number of days taken as of that date, and all comments that were added on that date.

7. Close the Task Details page to return to the workflow list view.

## Altering Workflow

If needed, supervisors or administrators can change the workflow for a transaction type manually. This enables you to change the workflow step in the case of system outage, user error, and so on

To alter workflow:

1. Select the **Permits** or **Planning Applications** tile on the Agency Springboard.
2. Click the row for the permit or planning application you want to view.
3. Use the navigation links in the left frame to select **Workflow**.
4. Click the **Alter Workflow** button.
5. On the Alter Workflow make these changes:
  - o **New Workflow Activity Name:** Select the desired workflow step.
  - o **Update Transaction Status:** Select the proper status for the workflow step.
  - o **Comments:** It is recommended to note who made the change and describe the circumstances requiring the manual intervention.

**Note:** Click **View Workflow**, if you need to review the steps and swimlanes in the underlying workflow process diagram as defined in OIC. This displays an image of the entire workflow process diagram you can view.

6. Click **Save**.

**Note:** If the alter request is not successful, supervisors have the option to retry the alter request and try again.

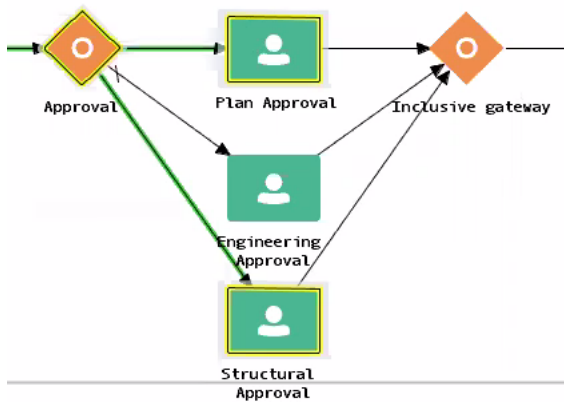
A workflow process definition may contain one or more parallel tasks. Parallel tasks:

- Do not depend on each other to be completed.
- Can be completed simultaneously.

In the case of parallel tasks, the Alter Workflow tab displays each applicable parallel task for you to alter the workflow status accordingly for each.

For example, if a workflow process for a given transaction, requires a Plan Approval and a Structural Approval to occur in parallel, then the Alter Workflow tab will display those two tasks together.

This example illustrates a workflow process definition with parallel tasks.



This example illustrates the Alter Workflow tab displaying parallel tasks.

Alter Workflow

▲ Plan Approval

New Workflow Activity Name: Plan Approval

▲ Structural Approval

New Workflow Activity Name: Structural Approval

Update Transaction Status: Submitted

Comments: [ ]

View Workflow Save Cancel

## Managing Tasks

The Task Management page enables you to review both workflow and non-workflow tasks and to reassign tasks (including claiming a task for yourself).

Application-related tasks include workflow tasks related to the transactions your agency is processing. For example, tasks can be associated with:

- permit lifecycle
- inspections
- plan reviews
- planning application lifecycle

## Reviewing and Managing Tasks

1. On the agency springboard, select the **My Workflow** tile.
2. On the Task Management page, select the tab that lists the tasks that you want to review:

Task Tab	Description	Available Actions
<b>My Plan Reviews</b>	Lists plan reviews that are assigned to you in ascending order by due date.	None
<b>My Workflow</b>	Lists tasks that are assigned to you.	Release Reassign
<b>Group Workflow</b>	<p>Lists workflow tasks that are assigned to a group to which you belong. Non-workflow tasks (plan review tasks and inspection tasks) do not appear here.</p> <p>Tasks on the Group Tasks tab are not assigned to individual group members. So this list functions as a group work queue from which individuals can claim specific workflow tasks. When a task is claimed, it is assigned to the individual and no longer appear in the list of group tasks.</p>	Claim Reassign
<b>All Workflow</b>	Lists all tasks assigned to groups to which you belong, including tasks that are assigned to you and to other group members.	Claim Reassign

3. Use the search, filter, and sort options to refine the list of tasks as needed.
4. Use these fields to review task information:

Page Element	Description
<b>Task Type</b>	<p>Identifies the nature of the task to be performed. Values include:</p> <ul style="list-style-type: none"> <li>○ <i>Inspection</i></li> <li>○ <i>Plan Review</i></li> <li>○ <i>Workflow</i></li> </ul> <p>The <i>Workflow</i> task type represents overall transaction workflow.</p>

Page Element	Description
<b>Transaction</b>	Displays the transaction type number. For example, in the case of a permit, it displays the permit number and permit type for the associated permit.
<b>Tasks</b>	Displays a task name and identifier that depend on the task type: <ul style="list-style-type: none"> <li>○ For workflow tasks, the workflow process name and task ID appear. The task ID is for the specific instance of the task.</li> <li>○ For inspection tasks, the inspection name and ID appear.</li> <li>○ For plan review tasks, the plan review name and cycle count appear.</li> </ul>
<b>Status</b>	Displays the task status. Different types of tasks can have different statuses. For example, inspection tasks can have the status <i>Scheduled</i> , which is not applicable to permit workflow tasks.
<b>Assignment</b>	Displays the date that the task assignment was last updated and to whom the task is assigned.
<b>&gt;</b>	Click to access details for the transaction to which the task is related. The page that appears depends on the type of task. For example, clicking the button for a permit workflow takes you to the Workflow page in the permit details.

5. To update the task assignment, select one of these options from the task's **Actions** menu:
- **Claim** assigns the task to yourself. This action is available only for tasks that are currently assigned to a group. Once a task is claimed, it appears under the tab you find your tasks, such as My Workflow.
  - **Release** removes the assignment without assigning a new owner. The task will now appear on the Group Task list until it is claimed or reassigned.
  - **Reassign** opens the Reassign Task page, where you can select a new assignee.

## Reassigning a Workflow Task

To assign a task to someone else, use the Reassign action.

**Note:** Only supervisors can reassign tasks. For example, agency staff members with the role PSC Permits Supervisor can reassign tasks, however, agency staff members with the role PSC Permits Technician cannot.

To reassign a workflow task:

1. On the agency springboard, click the **My Workflow** tile.
2. Locate the workflow task on either the **My Workflow** list, the **Group Workflow** list, or the **All Workflow** list.  
Use the search, filter, and sort options to help you refine the task list.
3. Click the **Actions** icon, and then select **Reassign**.

The Reassign Task page appears.

4. Confirm that the **Search By** value is *User*.
5. Enter your search criteria, then click **Search**.  
You can search by **Keyword, First Name, Last Name, and Email**.
6. Locate the desired assignee in your search results, then click the **Select** button for that assignee.  
The system prompts you to confirm the assignment, then reassigns the workflow task and returns you to the task list.

## Working with Consultation Outcome

Agency specialists determine the applications that are required to be submitted by the applicants, based on the nature of the business license they discuss during the consultation meeting.

Applicants and agency staff review the summary information and comments entered by their assigned agency specialist on the Consultation Outcome page and proceed with creating and linking the required applications. This page is displayed for business consultation applications only.

### Adding a Required Application

As an agency assigned specialist you add application types to the Consultation Outcome page, where the applicants can review and take appropriate actions such as linking an existing application or creating a new application.

1. Select **Business License Transactions** on the Agency Springboard.
2. Select the consultation application record for which you want to add the required applications. The consultation details page opens.
3. Click **Consultation Outcome** in the left panel. The Consultation Outcome page lists all the required application types added for the submitted business license application.
4. Click the **Add** button to open the Required Application page and enter values for the following fields:

Page Element	Description
<b>Application Type</b>	Use the look-up prompt to select a type of application that you want add.
<b>Comment</b>	Enter text such as, to indicate to the applicant why the particular application is required along with any additional information.

5. Click **Save** to return to the Consultation Outcome page. You will now see the row you just created, with a status of *Not Started*.

### Adding a Comment

As an agency assigned specialist you add comments to the Consultation Outcome page, where the applicants can view the detailed information you have entered regarding the consultation meeting outcome.


1. Select **Business License Transactions** on the Agency Springboard.
2. Select the consultation application record for which you want to add your comment. The consultation details page opens.

3. Click **Consultation Outcome** in the left panel to access the Consultation Outcome page.
4. In the Additional Comments section, click the **Add Comment** button to open the Add Comment page and enter text. You can use the **Rich Text Editor** option for formatting your comment.
5. Click **Save**.

## Viewing the Consultation Outcome

To view the summary information:

1. Select **Business License Transactions** on the Agency Springboard.
2. Select the consultation application record for which you want to add your comment. The consultation details page opens.
3. Click **Consultation Outcome** in the left panel to open the Consultation Outcome page.
4. In the Required Application section, view a list of application types that are required for your submitted business license application. Find additional information:

Page Element	Description
<b>Application Type</b>	View the type of application required.
<b>Application</b>	Use the available options: <ul style="list-style-type: none"> <li>○ <i>Create</i>: Click to open the Create Application page. The system automatically populates the application form with values copied from the applicant's consultation application. You can make changes and save or submit the application.</li> <li>○ <i>Link</i>: Click to open the Link Application modal page. Use the look-up prompt to select an existing application and click <b>Save</b>. The Consultation Outcome page now lists the application you just selected.</li> <li>○ <i>&lt;Application&gt;</i>: Click to open the Overview page of the linked business license application.</li> <li>○ : Click to remove the link from the required application type.</li> </ul>
<b>Status</b>	View the status of the application type. For example, Not Started and Inspection. The Not Started status indicates that no application has been created or linked for the identified application type.
<b>Comments</b>	View the comments included by the specialist regarding the application type.
<b>Action</b>	Select an action you want to perform on the transaction: <ul style="list-style-type: none"> <li>○ <i>Edit Comments</i>: Click to open the Required Application page and update the comments.</li> <li>○ <i>Delete</i>: Click to delete the required application type. you can't delete a required application type that is linked to an application.</li> </ul> <p><b>Note:</b> These actions are available only to specialists.</p>

5. In the Additional Comments section, view a list of comments entered by the assigned specialist of your consultation. Only specialists can create and edit the comments.

## Viewing Business Application Information

You review information captured during the application intake that is specific to the business license application type on the Application Details page. Agency staff with appropriate permissions can update the details captured from the application.

When an agency designs the intake form for a specific type of business license application, they use elements that capture the information necessary for evaluating adherence to business license requirements. For example, for a restaurant application, the application details might include data about fire safety, seating capacity, site use, and parking. The application details might also include requirements for application submittal.

## Updating Application Details

The fields available to update depend on the fields added when the intake form was designed.

1. Select **Business License Transactions** on the Agency Springboard.
2. Click the row for a consultation or business license application on the Transactions page.
3. On the Overview page, expand the **Consultation Information** or **License Information** navigation menu item in the left pane.
4. Click the **Application Details** link.
5. On the application details page, click the **Edit** button for the section you would like to edit.
6. Update available fields on the page.
7. Click the **Done** button to save.

## Working with Business Consultation Meetings

A consultation meeting is scheduled between the registered public user who has submitted a consultation application and the agency assigned specialist – to review and discuss the requirements of the business license.

Applicants and authorized Public Sector Cloud agency staff are allowed to schedule consultation meetings. The authorized staff are the business license manager and the business license specialist.

Administrators configure the system to enable the applicants and the agency staff to schedule meetings – using the Manage Business Consultation Configuration page. See [Setting Up Business Consultation Meetings](#).

## Scheduling a Business Consultation Meeting

Specialists schedule consultation meetings on the Business Consultation Meeting Request page. Applicants can schedule meetings depending on the scheduling configuration on the Manage Business Consultation Configuration page. See [Setting Up Business Consultation Meetings](#).

1. Select **Business License Transactions** on the Agency Springboard.
2. Select the consultation application record for which you want to schedule a meeting. The consultation detail page opens.
3. Click **Consultation Information** in the left panel.

4. Click the **Meetings** link to view the Business Consultation Meetings page for the consultation.
5. Click the **Schedule Meetings** button.
6. On the Business Consultation Meeting Request Page, the meeting agenda and the meeting location are displayed as set up on the Business Consultation Meeting Configuration page. Enter values for the following fields:

Page Element	Description
<b>Meeting Agenda</b>	<p>Review the agenda for the consultation meeting.</p> <p><b>Note:</b> Only specialists can change the agenda of the meeting.</p>
<b>Scheduled Date</b>	<p>Select a date to schedule the meeting. The dates available for scheduling your meeting are based on the configuration on the Business Consultation Meeting Configuration page, and the agency's holiday calendar.</p> <p>See <i>Setting Up Business Consultation Meetings</i>.</p>
<b>Scheduled Time</b>	<p>Select the start time of the scheduled meeting. The time values available for scheduling your meeting are based on the configuration on the Business Consultation Meeting Configuration page.</p> <p>See <i>Setting Up Business Consultation Meetings</i>.</p>
<b>Meeting Duration in Hours</b>	<p>View the duration of the meeting, which is set up by your administrator on the Business Consultation Meeting Configuration page. See <i>Setting Up Business Consultation Meetings</i>.</p>
<b>Meeting Location</b>	<p>View the location of the meeting.</p> <p><b>Note:</b> Only specialists can change the location of the meeting.</p>

7. Click the **Schedule** button to schedule the meeting and return to the Business Consultation Meetings page. You can view the record of the meeting you just scheduled.  
An online notification and email are sent to the applicant and to the assigned agency specialist, with the schedule and details of the meeting — depending on the setup in the Communication template.

## Viewing Consultation Meetings

Agency staff and registered public users view a list of consultation meetings on the Business Consultation Meetings page.




Agency specialists can use the Specialist Calendar page to view all the consultation meetings scheduled at the agency level or just view their own meeting schedules. The following sections detail the two ways of viewing the meeting schedules.

## Viewing Consultation Meetings on the Business Consultation Meetings Page

To view consultation meetings:



1. Select **Business License Transactions** on the Agency Springboard.
2. Click the **View Details** button for a consultation application to access the application details.
3. Click **Consultation Information** in the left panel.
4. Click the **Meetings** link to view the Business Consultation Meetings page for the application.
5. On the Business Consultation Meetings page, view the list of consultation meetings, including this information:

Page Element	Description
<b>Meeting Date</b>	View the date of the scheduled meeting.
<b>Meeting Start Time</b>	View the start time of the scheduled meeting.
<b>Meeting Duration in Hours</b>	View the duration of the scheduled meeting.
<b>Meeting Location</b>	View the location of the scheduled meeting.
<b>Meeting Status</b>	View the status of the meeting, such as Canceled or Scheduled.
<b>Reschedule</b>	Click to open the meeting request page and select a new date and time for the meeting. See the section Rescheduling a Consultation Meeting.
<b>Cancel</b>	Click to cancel the scheduled meeting.
	Click to view the details of the scheduled meeting.  <b>Note:</b> Specialists can change the agenda and location of the meeting.

## Viewing Consultation Meetings on the Specialist Calendar

Agency assigned specialists such as the business license manager and the business license specialist can view their own consultation meeting schedules or all the consultation meeting schedules for the entire agency.

1. Select the **Specialist Calendar** tile on the Agency Springboard.
2. On the Business Consultation Calendar page you can view the details of the meeting schedule such as the location, and use a link to access the consultation application.
3. On the Business Consultation Calendar page you can perform these actions:

Page Element	Description
<b>View</b>	Select one of the options to view the consultation meeting schedules: <ul style="list-style-type: none"> <li>○ My consultations (Default)</li> <li>○ All consultations</li> </ul>
	Select to view the meeting schedules on a calendar. You can choose to view the calendar by month, week, or day. This view is the default selection.
	Select to view the meeting schedules in a list format, with the current meeting displayed at the top followed by the future schedules. You use the Filter option to search the past and future meeting schedules. Use the Sort By and Search options to refine your search results.

## Rescheduling a Consultation Meeting

You reschedule a consultation meeting on the Business Consultation Meeting Page. Applicants can reschedule their meetings only if the administrator has enabled the settings on the Manage Business Consultation Meeting Configuration page. See [Setting Up Business Consultation Meetings](#).

1. Select **Business License Transactions** on the Agency Springboard.
2. Click the **View Details** button for a consultation application to access the application details.
3. Click **Consultation Information** in the left panel.
4. Click the **Meetings** link to view the Business Consultation Meetings page for the application.
5. On the record of the meeting you want to reschedule, click the **Reschedule** button.
6. On the Business Consultation Meeting Request page you can select a new available date and time for the meeting.

**Note:** Specialists can edit the agenda and location of the meeting.

7. Click **Schedule**.

The Business Consultation Meeting page now lists the newly scheduled meeting record and the previous meeting record shows with a status of Canceled.

An online notification and email are sent to the applicant and to the assigned agency specialist, with the updated meeting schedule — depending on the setup in the Communication template.

## Canceling a Consultation Meeting

You cancel a consultation meeting on the Business Consultation Meeting Request page.

1. Select **Business License Transactions** on the Agency Springboard.
2. Click the **View Details** button for the consultation application to access the application details.
3. Click **Consultation Information** in the left panel.
4. Click the **Meetings** link to view the Business Consultation Meetings page for the application.
5. On the record of the meeting you want to cancel, click the **Cancel** button.
6. Click OK to confirm. The Business Consultation Meeting page now lists the meeting record with a status of Canceled.

An online notification and email are sent to the applicant and to the assigned agency specialist, that the meeting has been canceled.

## Notification and Email Correspondence

When an assigned specialist or the applicant schedules or cancels a meeting, the applicant and the assigned specialist can receive a notification or email, depending on the setup in the Communication template. For an understanding of how the templates are defined to enable the notifications, see *Working with Application Communications*.

## Adding Contacts to Applications

Agency staff can use the Contacts page to view, edit, and add contacts for a submitted applications.

The Contacts page displays the applicant's contact information and lists additional people who were added as contacts during the initial application process. If you want to add more contacts, you have two options:

- Select a contact who is already registered in the system, and make that person a contact for the current transaction.
- Create a brand new contact by entering all the contact details, and include that contact in the current transaction.

## Managing Application Contacts

To manage application contacts:

1. From the agency springboard, select the tile for the type of transaction where you want to manage contacts: **Permits, Planning Applications, or Business License Transactions**.
2. On the Transactions page, click the specific submitted application where you want to add new contacts.
3. In the left frame of the page, expand the application information section: **Permit Information, Planning Application, or License Information**.
4. Select **Contacts** in the expanded section.  
The Contacts page displays the applicant information in the top section. Additional contacts are listed below the applicant information.
5. Optionally update the applicant information at the top of the page.  
You can update the salutation, the suffix, and the applicant's address and phone information.
6. In the **Additional Contacts** section, click **Add New Contact** to open the Contact Details page.

The Contact Details page has two sections:

- o The **Add from registered contacts** section lists existing registered contacts that can be added to the application.
- o The **Add brand new contact manually** section provides a **Create** button for creating new contacts from scratch.

7. To add an existing registered contact to the application:

- a. Locate the contact in the **Add from registered contacts** list.
- b. Click the **Select** button at the end of the row for the contact.
- c. In the Select Contact Type modal window that opens, enter the following information:

Page Element	Description
<b>Select Contact Type</b>	<p>Select the role or position of the contact person relative to the current application. For example, a contact might be a property owner, a business owner, or a contractor.</p> <p>When you add contacts for a permit, pay close attention to whether the contact type grants the person access to the permit. You can see the <b>Permit Access Enabled</b> field when you prompt for the contact type and when you review the list of contacts on the main Contact page. This information doesn't appear in the context of non-permit applications.</p> <p>If the contact type allows permit access <i>and</i> the contact email matches the account email for a registered user, then that registered user can access the permit. For more information, see <a href="#">Setting Up Contact Types</a>.</p>
<b>Is This Primary Contact</b>	<p>Turn on this switch to make the selected contact person the primary contact for this application. Applications can have only one primary contact. Designating a new primary contact removes the primary designation from any other contact who was previously designated as primary.</p>

- d. Click **OK** to save the record and return to the Contacts page, which now lists the selected contact as a contact for this application.

8. To create a brand new contact:

- a. On the Contact Details list page, click the **Create** button in the **Add brand new contact manually** section.

The Contact Details page changes to create mode, which displays fields for entering the new contact's information.

- b. Enter the new contact's name, address, phone, and email information.

**Note:** If the contact is a registered user who will get access to the permit based on the contact type that you choose, then the email that you enter here must be the same email that the contact used when registering. If the emails do not match, the contact will not have access to the permit.

- c. Enter the following additional information:

Page Element	Description
<b>Primary</b>	Turn on this switch to make the selected contact person the primary contact for this application. Applications can have only one primary contact. Designating a new primary contact removes the primary designation from any other contact who was previously designated as primary.
<b>Contact Type</b>	<p>Select the role or position of the contact person relative to the current application. For example, a contact might be a property owner, a business owner, or a contractor.</p> <p>When you add contacts for a permit, pay close attention to whether the contact type grants the person access to the permit. You can see the <b>Permit Access Enabled</b> field when you prompt for the contact type and when you review the list of contacts on the main Contact page. This information doesn't appear in the context of non-permit applications.</p> <p>If the contact type allows permit access <i>and</i> the contact email matches the account email for a registered user, then that registered user can access the permit. For more information, see <a href="#">Setting Up Contact Types</a>.</p>
<b>Business Name</b>	If the contact represents a business, enter the business name.

- d. Click **Save** to save the new contact and return to the Contacts page.

The Contacts page now includes the new contact in the **Additional Contacts** list.

- 9. To modify information about an application contact:
  - a. Click the row for the contact.
  - b. On the Contact Details page, update the detail information.

If the contact is a profile contact, you can't modify the contact's name. If the contact exists only in this application, all the fields are available for edit.

- c. Click **Save** to save changes and return to the list of contacts.

- 10. To remove a contact from an application:

- a. Click the row for the contact.
- b. On the Contact Details page, click **Delete**.

Contacts who are profile contacts are not deleted from the system, they are only removed from the current application. Contacts that exist only in the current application are deleted entirely.

## Working with Attachments

You view a list of files and upload or download documents associated with a transaction, such as a permit, planning application, case, or business license on the Attachments page.

Attachments provide supporting documentation needed by agency staff when processing transactions.

You can manage attachments associated with a transaction on different pages in Oracle Public Sector Compliance and Regulation. Here's a look at some of the areas that include attachment functionality:

- The Attachments page in the transaction detail pages, including pages for permits, planning applications, cases, and business licenses.
- The Workflow page in the transaction detail pages.
- Inspection Detail and Checklist pages in Oracle Inspector.
- New Violation and Inspection pages in Oracle Municipal Code Officer.

Recipients of transaction communications containing web forms can upload files when requested. You can also manage documents as part of the plan review process.

These are all sources of attachments that you'll find associated with a transaction on the Attachments page.

For more information about managing attachments for a workflow task, see [Using Workflow](#).

For more information about attachments in Oracle Inspector, see [Oracle Inspector Overview for Permits](#).

For more information about Oracle Municipal Code Officer, see [Oracle Municipal Code Officer Overview](#).

## Viewing Attachments

To view a list of attachments:

1. Access the detail page for the transaction where you want to view attachments.
2. Click the **Attachments** link in the left panel to view the Attachments page.

You may need to expand the section that includes the Attachments link.

3. On the Attachment page, view the list of attachments.

For permits, the attachments are displayed on two tabs. The Permits tab displays attachments added through the Attachments page. The All tab displays attachments added from all sources, including the Attachments page, the Workflow page, Oracle Inspector, plan reviews, and web form responses.

Page Element	Description
File Name	View the following information in the <b>Filename</b> field: <ul style="list-style-type: none"><li>○ Icon indicating the file type</li><li>○ Filename with file type extension</li><li>○ <i>File Size</i></li></ul>

Page Element	Description
<b>Description</b>	View the description of the attachment as entered by the person who added the attachment.
<b>Source</b>	<p>View the source of the attached file. Valid values are:</p> <ul style="list-style-type: none"> <li>○ <i>Permits</i></li> <li>○ <i>Inspection</i></li> <li>○ <i>Workflow</i></li> <li>○ <i>Plan Reviews</i></li> </ul> <p>Attachments that are added to electronic plan reviews have their source changed from <i>Permits</i> to <i>Plan Reviews</i>. For example, attachments added through Oracle Inspector display <i>Inspection</i> in this field.</p> <p>Attachments added to web form questionnaire responses display <i>Permits</i> in this field.</p> <p><b>Note:</b> This column appears only on the All tab for permits.</p>
<b>Uploaded By</b>	View the name of the person who uploaded the file along with the date and time that the person uploaded the file.
<b>Category</b>	<p>View the document category for the attachment.</p> <p>The category is available when a document group is specified during setup for the transaction type.</p> <p><b>Note:</b> This field is not available for case and business license attachments.</p>
<b>Actions</b>	<p>Click the actions icon to select and perform an action:</p> <ul style="list-style-type: none"> <li>○ <i>View Details</i></li> <li>○ <i>Download</i></li> <li>○ <i>Delete</i></li> </ul> <p><b>Note:</b> For permits, the <i>Delete</i> action appears only on the Permits tab. Additionally, the security associated with your user ID may limit which actions are available to you.</p>

Page Element	Description
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4. Click the **Sort By** to view attachments grouped by these fields: file name, file size, uploaded by, uploaded on, description, category, and subcategory.
5. To find a specific attachment, you can enter values in the search field.

## Adding Attachments

You upload files to the Attachments page using the Add Attachments page. For permits, you use the Permits tab of the Attachments page.

To add attachments:

1. Access the detail page for the transaction where you want to add attachments.
2. Click the **Attachments** link in the left panel to view the Attachments page.  
You may need to expand the section that includes the Attachments link.
3. Click the **Add** icon.  
**Note:** For permits, this icon appears only on the Permits tab.
4. Select the file to upload in the browser dialog box and click **Open**.  
The filename appears on the Add Attachments page.
5. On the Add Attachments page, optionally enter a description of the file.
6. If the **Category** and **Subcategory** fields appear on the Add Attachment page, optionally select a document category and subcategory.  
These fields appear if the transaction type is associated with a document group. The document group defines the available values in these fields.  
For more information, see the implementation documentation for *Setting Up Document Categories and Subcategories*.  
**Note:** The document group for a transaction is based on the document group that was defined for the transaction type at the time the transaction is saved.  
**Note:** Document category and subcategory are not applicable to case attachments.
7. Click the **Upload** button.  
The Add Attachment window closes, and the newly uploaded attachment appears on the Attachments page.

## Viewing Attachment Details

To view document details on the Attachments details page:

1. Access the detail page for the transaction where you want to view attachment details.
2. Click the **Attachments** link in the left panel to view the Attachments page.  
You may need to expand the section that includes the Attachments link.
3. In the attachments grid, click the **Action** icon for the document that you want to view.
4. Select *View Details* to open the document details page.



The details on this page include the information from the Attachments page and information about the file size and the person who last updated the document information.

Editable fields include the description and, if available, the document category and subcategory.

## Downloading Attachments

To download an attachment from the Attachments page:

1. Access the detail page for the transaction where you want to download attachments.
2. Click the **Attachments** link in the left panel to view the Attachments page.

You may need to expand the section that includes the Attachments link.

3. In the attachments grid, click the **Action** icon for the document you want to download.
4. Select *Download* and save to the location of your choice.

## Deleting Attachments

There are multiple ways to delete attachments. The security associated with your user ID determines whether you can delete attachments.

**Note:** For permits, you can delete attachments only from the Permits tab of the Attachments page.

To delete selected attachments from the Attachments page:

1. Access the detail page for the transaction where you want to delete attachments.
2. Click the **Attachments** link in the left panel to view the Attachments page.

You may need to expand the section that includes the Attachments link.

3. Click the **Edit** icon above the grid.
4. Select one or more documents to delete.
5. Click the **Delete** icon.

To delete a single attachments from the Attachments page:

1. Access the detail page for the transaction where you want to delete attachments.
2. Click the **Attachments** link in the left panel to view the Attachments page.

You may need to expand the section that includes the Attachments link.

3. In the attachments grid, click the **Action** icon for the document you want to delete.
4. Select *Delete* from the action menu.

## Working with Comments

This topic discusses how to use comments. You can view, edit, and add comments on the Comments page for a transaction, case, or incident.

## Adding Comments

You view, edit, and add new comments on the Comments page. Three categories of comments are available for use:

- *Favorite comments*: Mark comments you use regularly as your favorite and access them easily on the Favorite comments tab
- *Standard comments*: Select and post a comment from a list of pre-defined comments on the Standard comments tab.
- *Recent comments*: Select and post comments from a list of recently posted comments on the Recent comments tab.

## Viewing and Editing Comments

1. Access the detail page for the transaction, case, or incident you are working with.
2. Click the **Comments** link in the left panel to view the Comments page.

You view a list of comments in the right panel. If more information exists for a comment, click the **More** link to show the complete detail of the comment. Use the **Less** link to shrink the comment area back to its original size.

3. You can edit, delete, or hide a comment from public view only if it was entered by you. Click the specific comment row to open the detail view and make changes.
4. Click **Save**.

## Adding a New Comment

1. Access the detail page for the transaction, case, or incident you are working with.
2. Click the **Comments** link in the left panel to view the Comments page.
3. Click the **Add Comment** button to open the Add Comment page and enter a new comment. You can use the **Rich Text Editor** option for formatting your comment with tools such as the numbered list. The Link button allows you to embed a URL to a display text you enter. See *Managing Comments* to enable the option of **Rich Text Editor** formatting.
4. Click **Post** to post the comment and return to the Comments page.

## Adding Favorite, Standard, and Recent Comments

1. You can post a comment that is already available in the system. On the Add Comment page, click the **Select Comments** button to view the three categories of comments:
  - *Favorite*: Comments that you have marked as favorite.
  - *Standard*: All the predefined comments available.
  - *Recent*: Comments that were recently posted.
2. Select a comment and click the **Insert** button to post the comment.

**Note:** If you want to mark a standard comment as your favorite, click the \* button on the comment row. The *Favorite* tab will add the comment to its list. Your agency administrator decides the duration for which a comment can be called *Recent*. The duration can be set up on the Manage Comments page.

See *Managing Comments*.

## Working with Fees and Payments

You view and manage fees and payments associated with a submitted business license, permit, or planning application on the Fees and Payments page in the application details.

**Tip:** As agency staff, you can access this page on a phone as well as on a laptop or desktop computer. The layout changes based on the device you're using.

Fees are calculated based on agency fee setup. For more information about setting up automatic fee calculations based on business license, permit, or planning application type, see *Creating Decision Models for Fees*.

Fees shown on this page are calculated based on the application form and fee schedule mapping sources.

### Viewing Fees and Payments for an Application

1. Select the **Business Licenses, Permits, or Planning Applications** tile on the Agency Springboard.
2. Click the row for the selected application on the Transactions page.
3. Click **Fees and Payments** in the left panel or click the **View Details** link in the **Fees and Payments** section on the Overview page for the application.
4. On the Fees and Payments page, view a list of fees, including this information:

Page Element	Description
<b>Fee Description</b>	The description of the fee as defined when creating a fee item.
<b>Amount</b>	The amount due for each fee.
<b>Currency</b>	The currency in which the transaction is paid.
<b>Status</b>	<ul style="list-style-type: none"> <li>○ <i>Canceled</i>: Indicates the fee payment is no longer required.</li> <li>○ <i>Pending</i>: Indicates the fee is pending the agency's finalization. The fee may or may not become due.</li> <li>○ <i>Hold</i>: Indicates the fee requirement has been put on hold until an issue or condition associated with the application or a permit inspection has been resolved.</li> <li>○ <i>Due</i>: Indicates the current fee request is due and needs to be paid.</li> <li>○ <i>Refund Pending</i>: Indicates that a refund was submitted for processing and approval.</li> <li>○ <i>Refunded</i>: Indicates the fee was reversed and a refund was issued.</li> </ul>
<b>Department</b>	The department within the agency requiring the payment.
<b>Assessed Date</b>	The date the request for payment was issued.

Page Element	Description
<b>Payment Date</b>	The date payment was received.
<b>Payment Reference</b>	The payment reference issued for the transaction. Click the payment reference number to view the payment receipt.
<b>Invoice</b>	The payment invoice number of the paid fee associated with the application. Click the invoice number link to view the payment invoice.
<b>Total Fees</b>	The total amount of fees that may be applicable to the application.
<b>Total Payable</b>	The amount of fees that are designated as payable.  The agency may generate fees that are not due upon application submission and are therefore not payable. For example, plan review or inspection fees may be applied based on whether a plan review or inspection is required or not. Or the agency may place a due fee on hold.
<b>Total Paid</b>	The amount of the total fees already collected.
<b>Balance Due</b>	The remaining portion of the fees yet to be collected.

## Adding Ad Hoc Fees

Using the Fees and Payments page, you can manually add fees to an application if the situation arises, such as a late fee, an unforeseen processing fee, an addition to the project request, and so on. These fees are assessed outside of the automatic fees process. That is, you calculate the amount due and manually enter the fee you want to add.

The **Add Fees** button is not available when the application status is *Pending Payment* or *Pending Submittal*. When the fee status changes to *Due*, the system sends a notification to the applicant that new fees have been assessed and are due.

To manually add a fee:

1. Click **Add Fees** on the Fees and Payments page. This button is only available to agency staff who have appropriate permissions.
2. On the Fee Item Details page, you can choose to manually add an ad hoc fee or use the fee calculator to calculate fees according to a fee schedule. To manually enter a fee, select the Add Fees tab.
3. Select a fee item.
4. Enter the fee required for the item in the **Amount** field.
5. Set the status of the fee in the **Status** drop-down list, such as *Due*.
6. Use the **Department** lookup list to select the department to collect the fee.

The department defaults from the fee item, if specified. Otherwise, the system uses the department from the application type setup.

7. Set the appropriate date for the fee using the **Assessed Date** field.
8. Use the **Memo** field to add any additional description to help identify the nature of the newly added fee, which can help answer questions regarding why a fee was added during the application process.
9. Click **Save**.

## Calculating Additional Fees

Use the fee calculator when you want to calculate additional fees for an application after submission. The fee calculator enables you to enter information for the calculation based on a fee schedule. After the fees are calculated, you can select the fee items you want to add to the application.

The **Add Fees** button is not available when the application status is *Pending Payment* or *Pending Submittal*. When the fee status changes to *Due*, the system sends a notification to the applicant that new fees have been assessed and are due.

Let's walk through how to use the fee calculator:

1. Click **Add Fees** on the Fees and Payments page. This button is only available to agency staff who have appropriate permissions.
2. On the Fee Item Details page, you can choose to manually add an ad hoc fee or use the fee calculator to calculate fees according to a fee schedule. To use the fee calculator, select the **Calculate Fees** tab.
3. Select a fee schedule. If a fee schedule is already associated with the transaction type, the fee schedule name appears as the default value, but you can select a different fee schedule as well.
4. Based on the fee structure you choose, you'll see fields that are relevant to the fees. Enter the requested values.
5. Click **Calculate Fees**.
6. On the Add Fees page, you'll see the calculated amounts and department for each fee item. If you want to add the calculated fee to the fees due for the application, select the fee and click **Add Selected**.

The fee item appears in the fees list with a *Due* status.

## Adjusting Fees

Agency staff with appropriate permissions can correct or adjust fees as needed after the application is submitted. For example, if the applicant added 6 solar panels instead of 2, the required permit fees might increase. After you update the information that was submitted during intake in the application details, you can recalculate the total fees due based on the fee schedule for the application type. The recalculation corrects the fees by either generating a new fee or changing the amount.

Here's how you can adjust the fees for an application:

1. On the Application Details page for the application, click **Edit**.
2. Make changes as needed and click **Done**.
3. On the Fees and Payments page, click **Recalculate**.

The difference in fees compared to the original fee or the new fee appears as a separate line in the fee list. The fee totals for the application are also updated. If no adjustments are required, the displayed fees remain the same. Fee adjustments that result in a negative amount can be processed as a refund request.

**Note:** Fees are also recalculated when you click the **Pay** button on the application detail or Transaction List pages. The applicant will see the adjusted fees in their Payment Cart.

## Paying Fees

To add a payment for all fees that are due, click the **Pay** button. Doing so takes you to the Checkout page, where you can select the payment method.

For more information about paying fees, see the [Payment Flow Overview](#).

## Refunding Permit Fees

Agency cashiers and application administrators can process full or partial refunds of permit fee items online.

Here's how to refund permit fees:

1. Select one or more fee items.

You can only select fees that have been paid.

2. Click **Initiate Refund**.

3. Review the fee amount and refund method. If you're processing a partial refund, enter the refund amount.

For debit or credit, the system issues the refund using the payment method, or the agency staff can choose to refund via check during approval. All other payments are refunded by check or other external system.

4. You must enter a refund reason before you submit the refund request.

5. Click **Process Refund** to reverse or partially reverse the fee.

After you submit the refund request, the status changes to *Refund Pending* and the refund moves into a queue to be approved. When you submit the request, you'll see updated fee totals for the application. Once approved, the refunded amount appears as a new line in the list of payment items with a *Refunded* status.

For more information about the refund approval process, see [Viewing and Processing Refunds](#).

## Working with Application Communications

Application-specific messages enable agency staff and applicants maintain correspondence regarding the progress of applications.

Agency users can send emails, notifications, and texts associated with a specific application on the Communication Details page. Agency staff and applicants can also use the Communication Details page to view a record of the messages associated with an application.

## Sending Application Communications

1. Click **Business License Transactions, Permits, or Planning Applications** on the Agency Springboard.

Select an application on the Transactions page.

Click Communications in the navigation bar.

2. On the Communication Details page, click **Add**.

3. On the Ad Hoc Message page, enter values for the following fields:

Page Elements	Definition
<p><b>Channel Type</b></p>	<p>Specify what type of ad hoc message you want to send. Values are:</p> <ul style="list-style-type: none"> <li>○ <i>Email</i>: Generates an email that is sent to users.</li> <li>○ <i>Emails and Notifications</i>: Generates both an email and a notification with the same message.</li> <li>○ <i>Notification</i>: Generates a notification that appears when users click the notification icon in the application.</li> <li>○ <i>Text</i>: Generates a short message service (SMS) text message that is sent to users.</li> </ul> <p><b>Note:</b> The fields that are available to define on this page vary depending on the channel type that you select.</p>
<p><b>Visibility</b></p>	<p>Select which type of user can see this message. Values are:</p> <ul style="list-style-type: none"> <li>○ <i>Account owner</i></li> <li>○ <i>Agency staff only</i></li> </ul>
<p><b>MIME Type</b> (Multipurpose Internet Mail Extensions type)</p>	<p>Select the format of the message. Values are:</p> <ul style="list-style-type: none"> <li>○ <i>HTML</i></li> <li>○ <i>Text</i></li> </ul> <p><b>Note:</b> This field does not appear for the <i>Text</i> channel type.</p>
<p><b>Priority</b></p>	<p>Turn this switch on to display the notification at the top of the notification list.</p> <p><b>Note:</b> This field appears only for the <i>Emails and Notifications</i> and <i>Notification</i> channel types.</p>
<p><b>User Can Delete</b></p>	<p>Turn this switch on to enable users to delete this notification from their notification lists.</p> <p><b>Note:</b> This field appears only for the <i>Emails and Notifications</i> and <i>Notification</i> channel types.</p>

Page Elements	Definition
<b>Select and Insert</b>	<p>These fields enable you to insert variable attributes into your message. You select the field and the attribute that you want to insert in that field, and click <b>Insert</b> to enter a variable for that attribute.</p> <p>For example, if you select the <i>Body</i> field and the <i>Status</i> attribute, and click <b>Insert</b>, the <code>#{Status}</code> variable is inserted into the <b>Message Body</b> field of the message. When you send this message, the status of the application associated with the message is included in the body text.</p>
<b>Create Web Form</b>	<p>Click to access the Web Form modal page where you create a questionnaire that you can insert into your message.</p>
<b>Insert Web Form</b>	<p>Click to insert the web form questions into the body of your message along with a link that the recipient can use to access and respond to the questionnaire.</p>
<b>From</b>	<p>Enter the email address, user ID, or phone number of the person or organization who is sending the generated message.</p> <p>For text messages, select the phone number of the person or organization who is sending the generated text message from the drop-down list. The available numbers come from a third-party messaging service.</p> <p><b>Note:</b> Enter email addresses for the <i>Email</i> and <i>Emails and Notifications</i> channel types, user IDs for the <i>Alert</i>, <i>Emails and Notifications</i>, and <i>Notification</i> channel types, and phone numbers for the <i>Text</i> channel type.</p>
<b>To</b>	<p>Enter the email address, user ID, or phone number of the person or organization to whom you want to send the message.</p> <p><b>Note:</b> Enter email addresses for emails, user IDs for notifications, and phone numbers for texts.</p>
<b>Cc and Bcc</b>	<p>Enter the email addresses of the people or organizations that you want to receive a copy of the message.</p> <p><b>Note:</b> These fields appear only for the <i>Email</i> and <i>Emails and Notifications</i> channel types.</p>



Page Elements	Definition
<b>Subject</b>	<p>Enter a brief description of the purpose and content of the message.</p> <p><b>Note:</b> This field does not appear for the <i>Text</i> channel type.</p>
<b>Message Body</b>	<p>Enter the main body text of the message.</p> <p>For the <i>Text</i> channel type and emails and notifications with the <i>Text</i> MIME type, you can enter only plain, unformatted text.</p> <p>For the <i>HTML</i> MIME type, you can enter rich text, links, and images.</p>

4. Click **Send**.

## Communicating Using a Web Form

You can create and send emails or notifications that contain an online form with questions for the applicant or other agency staff. The correspondence contains a link that the recipient can use to access and respond to the questionnaire.

Here's how to create a web form:

1. On the Communication Details page, click **Add**.
2. Enter values for the channel type, such as email or notification, visibility to send to the applicant or agency staff, and the **To**, **From**, and **Subject** fields.
3. Click **Create Web Form**.
4. For each row of the web form, enter the **Question Text** along with the **Answer Type** that you expect from the recipient for that question. You can select from these answer types:

Answer Type	Description
<i>Attachment</i>	<p>Enables the recipient to attach one file per question.</p> <p>After the recipient uploads the file and submits the form, attachments are available in the web form response and on the Attachments page for the application.</p>
<i>Date</i>	Enables the recipient to answer the question using a calendar to indicate the date.
<i>Text</i>	Enables the recipient to enter text in response to a question.
<i>Number</i>	Enables the recipient to enter a numerical value of up to 13 digits and three decimal places.

5. Click **OK** to save your web form questionnaire and return to the Ad Hoc Message page. The **Create Web Form** button displays the number of questions included on the web form in parentheses.
6. Click **Insert Web Form** to insert the web form questions into the body of your message.
7. Click **Send**.

After you receive the communication, you click the link in the message to open the online web form and answer the questions or upload a file. After you submit the form, the response appears on the Communication Details page and attachments are also listed on the Attachments page.

## Viewing Application Communications

The Communication Details page displays a list of all messages that are associated with the application, including emails, notifications, texts, and web form responses.

1. Click **Business License Transactions, Permits, or Planning Applications** on the Agency Springboard.

Select an application on the Transactions page.

Click Communications in the navigation bar.

You can view the message reference ID, date and time the message was sent, message subject, channel type, and status, such as *Sent*.

2. For each row on the Communication Details page you can:

- o Click the **Actions** icon to resend or forward the message.

Select the **Resend** action to access the message in the Message Details modal page in display-only mode. Click **Resend** to send the message another time to the same list of recipients.

Select the **Forward** action to access the message in the Message Details modal page. Enter new recipient email addresses, update the message if necessary, and click **Forward** to send the updated message to the new recipients.

- o Click the **View More Details** button to view detailed information about the message.

## Working with Ad Hoc Communications

Ad hoc communications enable agency staff to create and distribute alerts, emails, and notifications.

Agency staff can create and update ad hoc communications on the Communication Center page.

Alerts appear as text in the banner of the Agency Springboard or the landing pages for all anonymous, all registered users, or individual users. Emails are messages sent to recipients and accessed through an email client. Notifications appear when registered users click the notification icon in the global header at the top of the page. Short message service (SMS) text messages are electronic messages sent to user mobile numbers over a cellular network or through an internet connection.

The Communications Center lists all of the emails and notifications that have been triggered from the system. This includes communications triggered as part of an event or action that a user or agency staff is performing, or that the agency staff is sending to the user. In-application communications associated with a particular business license, permit, or planning application also appear in the Communications Center.

**Note:** Agency staff can also create application-specific ad hoc emails, notifications, and texts on the Communication Details page in the transaction detail pages. You access the transaction through the Transactions page, where you select a specific business license, permit, or planning application and select the Communications tab in the left-panel navigation. For more information, see *Working with Application Communications*.

Alert setup using the delivered PSC\_GENERIC\_ALERT event is also available. For step-by-step instructions for setting up alerts using the delivered events, see *Defining Alerts*.

## Adding Ad Hoc Alerts

1. Select **Communication Center** in the Navigator, or click **Communication Center** on the Agency Springboard.
2. On the Alerts tab of the Communication Center page, click **Add**.
3. On the Alert Details page, enter values for the following fields:

Page Element	Description
<b>Reference Name</b>	Enter a unique name for the alert.
<b>Start Date Time and End Date Time</b>	Enter the date and time when the alert starts and stops displaying.
<b>Enabled</b>	Turn on the switch to activate the alert.
<b>To</b>	<p>Enter a value for the target recipients of the alert:</p> <ul style="list-style-type: none"> <li>○ Individual Registered Users Enter comma-separated user IDs for the registered users, for example, <b>SYSTEM_ADMIN, BUSINESS_ANALYST</b>.</li> <li>○ All Registered Users Enter this attribute: <b>#{User}</b>. The application displays the alert when the registered user logs in.</li> <li>○ All Anonymous Users Enter this attribute: <b>#{Anonymous}</b>.</li> <li>○ A Combination of Users Enter a string including comma-separated user IDs for the registered users, <b>#{User}</b> for all registered users, and <b>#{Anonymous}</b> for all anonymous users.</li> </ul>
<b>Message Body</b>	Enter the main body of the alert using plain, unformatted text.
<b>Select and Insert</b>	<p>These fields enable you to insert variable attributes into your message. You select the field and the attribute that you want to insert in that field, and click <b>Insert</b> to enter a variable for that attribute.</p> <p>For example, if you select the <i>Body</i> field and the <i>Current Date</i> attribute, and click <b>Insert</b>, the <b>#{Current Date}</b> variable is inserted into the <b>Message Body</b> field of the alert. When the application displays this alert, the current date is included in the body text.</p>

Page Element	Description
<b>Remarks</b>	Enter any reference information for agency use. These remarks are not included in the displayed alert.

4. Click **Save**.

## Modifying Ad Hoc Alerts

1. Select **Communication Center** in the Navigator, or click **Communication Center** on the Agency Springboard.
2. Select an alert on the Alerts tab of the Communication Center page.
3. On the Alert Details page you can update the alert field values.
4. Click **Save**.

## Deleting Ad Hoc Alerts

1. Select **Communication Center** in the Navigator, or click **Communication Center** on the Agency Springboard.
2. On the Alerts tab of the Communication Center page click **Edit**.
3. Select the check boxes next to the alerts that you want to delete.
4. Click **Delete**. You will be prompted to confirm the permanent deletion.

## Sending Ad Hoc Emails, Notifications, and Texts

1. Select **Communication Center** in the Navigator, or click **Communication Center** on the Agency Springboard.
2. On the **Emails, Notifications, and Texts** tab of the Communication Center page, click **Add**.
3. On the Message Details page, enter values for the following fields:

Page Elements	Definition
<b>Channel Type</b>	<p>Specify what type of ad hoc message you want to send. Values are:</p> <ul style="list-style-type: none"> <li>○ <i>Email</i>: Generates an email that is sent to users.</li> <li>○ <i>Emails and Notifications</i>: Generates both an email and a notification with the same message.</li> <li>○ <i>Notification</i>: Generates a notification that appears when users click the <b>Notifications</b> button in the header at the top of the page in the application.</li> <li>○ <i>Text</i>: Generates a short message service (SMS) text message that is sent to users. You can't change the sent number because it's coming from a third-party service.</li> </ul> <p><b>Note:</b> The fields that are available to define on this page vary depending on the channel type that you select.</p>
<b>Visibility</b>	<p>Select which type of user can see this message. Values are:</p> <ul style="list-style-type: none"> <li>○ <i>Account owner</i></li> </ul>

Page Elements	Definition
	<ul style="list-style-type: none"> <li>○ <i>Agency staff only</i></li> </ul>
<p><b>MIME Type</b> (Multipurpose Internet Mail Extensions type)</p>	<p>Select the format of the message. Values are:</p> <ul style="list-style-type: none"> <li>○ <i>HTML</i></li> <li>○ <i>Text</i></li> </ul> <p><b>Note:</b> This field does not appear for the <i>Text</i> channel type.</p>
<p><b>Priority</b></p>	<p>Turn this switch on to display the notification at the top of the notification list.</p> <p><b>Note:</b> This field appears only for the <i>Emails and Notifications</i> and <i>Notification</i> channel types.</p>
<p><b>User Can Delete</b></p>	<p>Turn this switch on to enable users to delete this notification from their notification lists.</p> <p><b>Note:</b> This field appears only for the <i>Emails and Notifications</i> and <i>Notification</i> channel types.</p>
<p><b>Reference</b></p>	<p>Enter a unique alphanumeric reference for the communication.</p>
<p><b>Select and Insert</b></p>	<p>These fields enable you to insert variable attributes into your message. You select the field and the attribute that you want to insert in that field, and click <b>Insert</b> to enter a variable for that attribute.</p> <p>For example, if you select the <i>Body</i> field and the <i>Current Date</i> attribute, and click <b>Insert</b>, the <code>#{Current Date}</code> variable is inserted into the <b>Message Body</b> field of the alert. When the application displays this alert, the current date is included in the body text.</p>
<p><b>From</b></p>	<p>Enter the email address, user ID, or phone number of the person or organization who is sending the generated message.</p> <p>For text messages, select the phone number of the person or organization who is sending the generated text message from the drop-down list. The available numbers come from a third-party messaging service.</p>

Page Elements	Definition
	<p><b>Note:</b> Enter email addresses in the <b>Email Attributes</b> section for the <i>Email</i> and <i>Emails and Notifications</i> channel types; user IDs in the <b>Notification Attributes</b> section for the <i>Alert, Emails and Notifications</i>, and <i>Notification</i> channel types; and phone numbers in the <b>Compose</b> section for the <i>Text</i> channel type.</p>
<p><b>To</b></p>	<p>Enter a value for the target recipients of the message.</p> <p>For notifications, enter comma-separated user IDs for the registered users, for example, <b>SYSTEM_ADMIN,BUSINESS_ANALYST</b>.</p> <p>For emails, enter comma-separated email addresses for the recipients, for example, <b>john.doe@example.com</b>.</p>
<p><b>Cc and Bcc</b></p>	<p>Enter the email addresses of the people or organizations that you want to receive a copy or a blind copy of the message.</p> <p><b>Note:</b> These fields appear only for the <i>Email</i> and <i>Emails and Notifications</i> channel types.</p>
<p><b>Subject</b></p>	<p>Enter a brief description of the purpose and content of the message.</p> <p><b>Note:</b> This field does not appear for the <i>Text</i> channel type.</p>
<p><b>Message Body</b></p>	<p>Enter the main body text of the message.</p> <p>For the <i>Text</i> channel type and emails and notifications with the <i>Text</i> MIME type, you can enter only plain, unformatted text.</p> <p>For the <i>HTML</i> MIME type, you can enter rich text, links, and images.</p>

4. Click **Send**.

## Viewing Ad Hoc Emails, Notifications, and Texts

1. Select **Communication Center** on the Agency Springboard.
2. For each row on the **Emails, Notifications, and Texts** tab of the Communication Center page you can:
  - o Click the **Actions** icon to resend or forward the message.

Select the **Resend** action to access the message in the Message Details modal page in display-only mode. Click **Resend** to send the message another time to the same list of recipients.

Select the **Forward** action to access the message in the Message Details modal page. Enter new recipients, update the message if necessary, and click **Forward** to send the updated message to the new recipients.

- o Click the **View More Details** button to view detailed information about the message.

## Viewing Application Status History

You can view the history of application status changes on the Status History page in the application details.

Whenever the status changes for a transaction, the change is recorded and viewable in the details for the application. The status history is display-only.

### Reviewing the Status History

1. Select **Business License Transactions, Permits, or Planning Applications** on the Agency Springboard.
2. Click the row for a permit or planning application to access the detail.
3. Click the **Additional Information** menu item in the left panel.
4. Click the **Status History** link to view the Status History page for the permit or planning application.

Page Element	Description
<b>Status</b>	Displays all of the transaction statuses that have been applied to the application.  For a list of transaction statuses, see <a href="#">Setting Up Transaction Statuses</a> .
<b>Updated By</b>	Displays the name of the person who performed the action that updated the status in the system.
<b>Updated Date</b>	Displays the date when the status changed for the application. The dates are displayed by the first to latest status.
<b>Reason</b>	Displays the justification for withdrawing an in-progress application or for canceling a pending application. A reason is required when the agency staff withdraws or cancels an application.

#### Related Topics

- [Setting Up Transaction Statuses](#)

## Working with Business Related Transactions

Applicants and agency users can link their business consultation and license applications to other transactions using the Related Transactions page. You can establish relationship between transactions and then perform actions such as viewing the related transaction applications and managing comments.

### Adding a Related Transaction

As an applicant, you can establish links only from your business consultation or license application. Agency staff can however add related transactions for any business consultation and license application.

To link a consultation or license application to a transaction:

1. Select the **Business License Transactions** tile on the Agency Springboard.
2. On the Transactions page select the consultation or license application for which you want to link a transaction.
3. Click the **Related Transactions** link in the left panel to open the Related Transactions page.
4. Click the **Link Transaction** button to open the Link Transaction page, which lists the applications you can link – along with the status and description of the transaction.
5. Select all the desired applications using the check box and click the **Add Selected** button to establish a link between the transaction applications.

The Related Transactions page now lists the new transaction rows, each with a link to access the linked related transaction application.

### Removing a Related Transaction Link

As an applicant you can remove the link between related transactions from your own business consultation or license application. Agency staff have access to all business consultation and license applications to remove related transaction links.

To remove an application link:

1. Select the **Business License Transactions** tile on the Agency Springboard.
2. On the Transactions page select the business consultation or license application from which you want to remove the application link.
3. Click the **Related Transactions** link in the left panel to open the Related Transactions page.
4. Click the **Delete** icon on the related transaction row you want to delete. The Related Transactions page refreshes to list the remaining related transaction rows.



# 4 Working with Business License Expiration

## Expiration Overview

This topic describes expiration rules, including the types of rules that can be applied to the different types of transactions and the batch process that updates expiration statuses for transactions.

### Expiration Rules

Your agency defines expiration rules that determine the expiration dates for permits, planning applications, and business licenses. The expirations apply to different phases of the permit, planning application, or business license lifecycle. The system calculates expiration dates based on transaction statuses, or for business licenses with a fixed date expiration rule, a specified date. The rules can include grace periods, which provide extra time beyond the expiration date for the user to take action. The rules also can include extensions for permits and planning applications, which provide a way for you to add time to the expiration timeframe. Note that pending inactive applications can't be extended.

For information about expiration rules, see [Setting Up Business License Expiration Rules](#), [Setting Up Permit Expiration Rules](#), and [Setting Up Planning Application Expiration Rules](#).

### Business License Expiration Dates

You can set up expiration rules for business licenses to define:

- When an inactive pending application expires.  
The expiration timeframe begins when the applicant saves a business license application and ends when the application is submitted.
- When the business license expires based on either a fixed date or when the license was issued.

For example, a city requires a business license for a sidewalk café and sets up the rules like this: The business starts an application and has 30 days to submit it to the city. Then the business license is valid for 60 days from when the license was issued. Alternately, the city could set up the expiration dates to occur at regular intervals, such as monthly, quarterly, or yearly, for example.

### Business License Consultation Expiration Dates

You can set up expiration rules for business license consultations to define:

- When an inactive pending application expires.  
The expiration timeframe begins when the applicant saves a consultation application and ends when the application is submitted.
- When the consultation recommendations expire and the business must submit a business license application.

For example, the agency can require businesses to submit their application for a business license consultation within 14 days of starting the application. Once the consultation is complete, the business has another year to roll the recommendations over into a business license application.

## Permit Expiration Dates

Expiration rules for permit applications define the following:

- When an inactive pending application expires.

The expiration timeframe begins when the user saves an application and ends with application submission.

- When the application expires.

The expiration timeframe begins when the agency accepts an application and ends when the permit is issued.

**CAUTION:** When an application expires, all plan review tasks associated with the application are canceled.

- When the permit expires.

The expiration timeframe begins when the agency issues the permit and ends when the Certificate of Occupancy is issued or the permit is completed.

**CAUTION:** When a permit expires, all inspection tasks associated with the application are canceled.

For example, the rules for a permit application may be set up as follows: Require users to submit an application they started within 30 days. Then after the application has been accepted, they have another 45 days to complete requirements and get the issued permit. Once the permit is issued, the applicants must complete the all tasks including the final inspection within 180 days. The rules may provide for a grace period and one or more extensions to allow for more time.

## Planning Application Expiration Dates

Expiration rules for planning applications define the following:

- When an inactive pending application expires.

The expiration timeframe begins when the user starts an application and ends with application submission.

- When the entitlement expires.

The expiration timeframe begins when the agency issues the completed entitlement and ends when the user submits the permit application.

This example applies specifically to planning applications: After the user submits the planning application and the agency issues an entitlement, the user must submit a permit application within 90 days. There is a grace period of 5 days, so the applicant has a total of 95 days to submit the application before the entitlement expires. The rules may provide one or more extensions to allow for more time.

## Pre-Application Expiration Dates

Expiration rules for pre-applications define the following:

- When an inactive pending pre-application expires.

The expiration timeframe begins when the user starts an application and ends with application submission.

- When the pre-application expires.

The expiration timeframe begins when the user completes the pre-application and ends when the user starts the planning application.

An example for pre-application expiration might be like this: The applicant submits the pre-application within 30 days as specified in the expiration rules. Then the applicant completes the tasks such as meetings and required applications. Then the applicant has 120 days from the time the pre-application is complete until they submit the planning application. There may be a grace period and extensions for pre-application expiration dates.

## Processing Expiration Status

You can view the latest expiration statuses in the details of an individual transaction, or in the list of transactions. To change the status to *About to expire* or *Expired*, your agency must run batch update expiration processing. Processing runs against transactions with transaction types for which an expiration rule was defined.

Here's an example of how the processing works: An agency created a rule for solar permits that indicates pending applications expire in 30 days. The rule indicates that the permit is about to expire 5 days before the expiration date. When the pending application is inactive for 25 days, the application is about to expire, and at 30 days, the application expires. When expiration processing runs, the system updates the expiration dates for pending solar permit applications to indicate that the application is about to expire and when it expired and sends out communications based on the updated status and the rule. If the rule includes a grace period, such as 3 days, the system status changes to expired after 33 days of inactivity.

When an application expires, processing changes the system status to *Expired* and cancels all associated open tasks.

You must periodically run batch expiration rule processing to update the about to expire and expired statuses after setting up communication rules. The system updates the statuses and sends out the communications according to the setup.

For information about how to process expiration statuses, see [Updating Application Expiration Status](#).

## Viewing Business License Expiration

You can view expiration dates for different phases of the business license or business license application, which are calculated using the rules set up by your agency.

The expiration dates appear on the list of transactions that shows business license activity as well as on the license activity summary page. They also appear on the list of business licenses and the business license summary page.

In addition to expiration dates, you can see alerts. Here's an example of the alerts you would see on the Transactions list page: If the expiration rule is set up to show that an unsubmitted application in a pending status is about to expire in 5 days due to inactivity, the expiration date displays *Expires in 5 days on <date>*. When the application expires, you'll see *Expired on <date>*. You'll see similar alerts on the Business Licenses list page.

## Viewing the Activity Expiration Dates

Here's how you can view expiration dates for the different business license transactions, such as applications and consultations:

1. Select the **Business License Transactions** tile on the Agency Springboard.
2. On the Transactions list page, you see the business license activity for the agency.

Click **Sort By** and select *Expiration Date* to view the business license transactions sorted by expiration date. You can also use **Filter By** to filter the results based on expiration date.

3. To view the expiration on the Activity Summary page of the business license, click the row for the business license on the Transactions list page. You'll see the date next to the **Expiration Date** field. When the expiration date is reached, the status changes to *Completed*.

## Viewing the License Expiration Dates

To view the expiration dates for issued business licenses:

1. Select the **Business Licenses** tile on the Agency Springboard.
2. On the Business Licenses list page, you see the business licenses issued by the agency.

Click **Sort By** and select *Expiration Date* to view the business licenses sorted by expiration date. You can also use **Filter By** to filter the results based on expiration date.

3. To view the expiration on the summary page of the business license, click the row for the business license on the Business License list page. You'll see the date next to the **Expiration Date** field and the status, such as *Active*, in the **Status** field. When the license expires, the status changes to *Expired*.

### Related Topics

- [Expiration Overview](#)

## Updating Application Expiration Status

You update the application expiration status using a process that runs against predefined rules.

You run the process that updates expiration statuses on the Process Expiration Rules page, which you access by selecting **Common > Process Expiration Rules**. Oracle recommends that you schedule expiration rules processing to run daily.

Processing only runs against the applications with application types for which an expiration rule was defined. You can set up expiration rules on the permit, planning application, and business license type pages.

**Note:** After setting up expiration rules, you must periodically run batch expiration rule processing to update the *About to Expire* and *Expired* statuses. The system updates the statuses and sends out communications according to the setup.

Here's an example of how the processing works: An agency created a rule for solar permits that indicates application expires in 30 days. The period of time when a notification appears for applications about to expire is 5 days. During processing, the system updates the status to *Expired* when the application expires. That is, when the permit is not issued within 25 days, the application is about to expire, and at 30 days, the application expires. If the rule includes a grace period, such as 3 days, the system status changes to *Expired* after 30 days, but resets if there is activity within the 3-day grace period. Processing triggers alerts and notifications when the application is about to expire and upon expiration.

When an application or permit expires, processing changes the system status to *Expired* and cancels all associated open tasks.

## Entering Parameters to Process Expiration Rules

1. Access the Parameters tab on the Process Expiration Rules page.
2. Select the **Classification** for which you are updating expiration dates: *Planning and Zoning* or *Permits*.

## Scheduling the Process

1. Access the Schedule tab.
2. To immediately add the process to the queue, select the **As soon as possible** option.
3. To create a schedule for the process, select the **Using a schedule** option, and enter values using the following fields:

Page Element	Description
<b>Frequency</b>	<p>Select how frequently you want to run the process. Values are:</p> <ul style="list-style-type: none"> <li>○ <i>Once</i>: Select to run the process one time only.</li> <li>○ <i>Hourly or minute</i>: Select to run the process at regular time intervals.</li> <li>○ <i>Daily</i>: Select to run the process at regular intervals in days.</li> </ul> <p><b>Note:</b> <i>Daily</i> is the recommended option for running the expiration status update process.</p> <ul style="list-style-type: none"> <li>○ <i>Weekly</i>: Select to run the process at regular intervals in weeks.</li> <li>○ <i>Monthly</i>: Select to run the process on specific days of the month.</li> <li>○ <i>Yearly</i>: Select to run the process during specific months.</li> </ul>
<b>Start Date</b>	Enter the date on which you want to begin your scheduled processing.
<b>End Date</b>	Enter the date on which you want to end your scheduling processing.
<b>Hours and Minutes</b>	<p>Enter the time interval between scheduled processes. For example, if you enter 2 in the <b>Hours</b> field and 30 in the <b>Minutes</b> field, the process will run every 2 hours and 30 minutes beginning on the specified start date.</p> <p><b>Note:</b> These fields are available only if you select a process frequency of <i>Hours</i> or <i>Minutes</i>.</p>
<b>Days</b>	Enter the number of days between scheduled processes. For example, if you enter 3, the process will run every 3 days beginning on the specified start date.

Page Element	Description
	<p><b>Note:</b> This field is available only if you select a process frequency of <i>Daily</i>.</p>
<p><b>Weeks</b></p>	<p>Enter the number of weeks between scheduled processes. For example, if you enter 6, the process will run every 6 weeks beginning on the specified start date.</p> <p><b>Note:</b> This field is available only if you select a process frequency of <i>Weekly</i>.</p>
<p><b>Repeat – By day</b></p>	<p>Select this option to run the process on specific days of the month irrespective of the date. For example, if you select the <b>Second</b> and <b>Wednesday</b> options, the process will run on the second Wednesday of every month.</p> <p>You can select more than one week of the month and day of the week option. For example, you could schedule the process to run on the first and third Monday of every month.</p> <p><b>Note:</b> This option and its associated fields are available only if you select a process frequency of <i>Monthly</i> or <i>Yearly</i>.</p>
<p><b>Repeat – By date</b></p>	<p>Select this option to run the process on specific dates of the month. You can select more than one date.</p> <p><b>Note:</b> This option and its associated fields are available only if you select a process frequency of <i>Monthly</i> or <i>Yearly</i>.</p>
<p><b>Month</b></p>	<p>Select the months in which you want your process to run.</p> <p><b>Note:</b> This option and its associated fields are available only if you select a process frequency of <i>Yearly</i>.</p>

## Setting Up Process Notifications

You can set up the process to send notifications to you and others when it runs.

1. Turn on the **Notify Me When This Process Ends** switch to send yourself a notification when the process finishes.
2. Access Notification tab.
3. Click **Add**.
4. On the Create Notification page, enter the email address of the person you want to receive notifications.

By default, the recipient will receive a notification when the process ends with the following conditions:

- o On success
- o On error
- o On warning

You can remove any of these process notification conditions.

5. Click **OK** to save the notification recipient.
6. (Optional) To delete a notification recipient, select the recipient in the Notification tab and click **Delete**.

## Submitting the Process

Once you've entered your process parameters, scheduling information, and notification recipients, you're ready to submit the process. Enter any additional information in the **Submission Notes** field and click **Submit**. Click **Process Monitor** to check the status of your process.





# 5 Managing the Business License

## Overview of Business Licenses

Business owners apply for licenses using the Public Sector Compliance and Regulation Business Licenses system. Agency staff approve the license applications and issue licenses using workflow processes.

### Business Licensing Flow

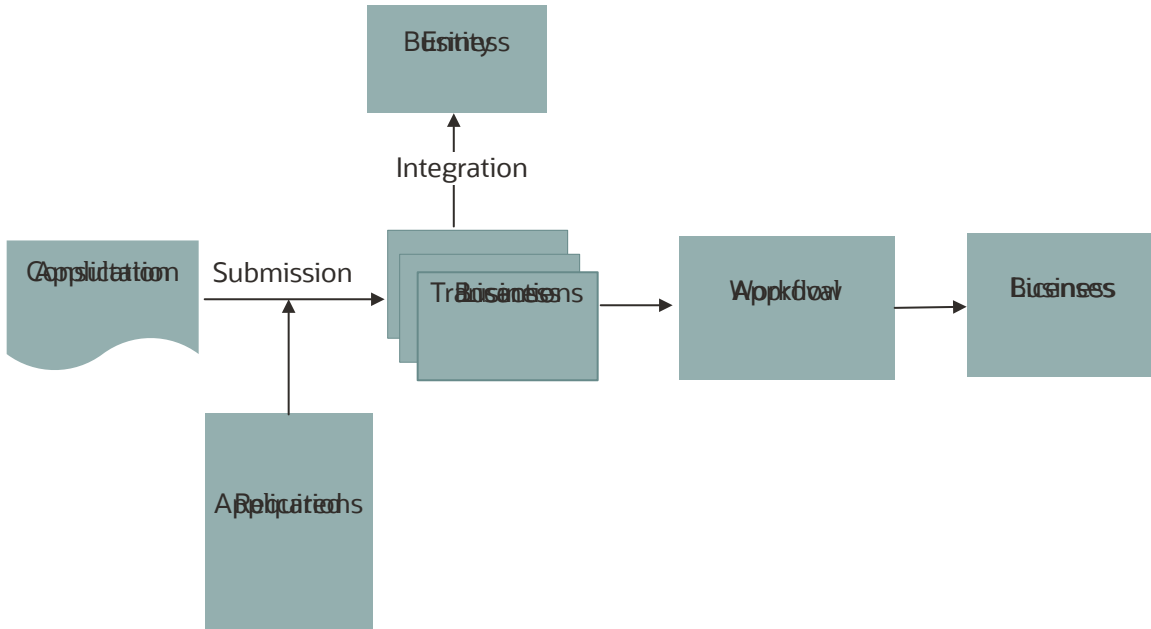
The business license process flow begins with an applicant applying for a business license. Once the application is received, the following sequence of events is processed:

Process	Object Used	Activity Type	Various Statuses
Agency staff such as the business specialist set up a consultation meeting with the applicants to determine the required applications that are to be submitted.	Business License Transactions <b>Agency Springboard &gt; Business License Transaction .</b>	Consultation	<b>Activity Status:</b> Pending, Payment Pending, Pending Submit, Submitted, Accepted, In Process, and Completed.
Based on the meeting outcome, the required application types are linked or added to the license application submission.	Business License Transactions <b>Agency Springboard &gt; Business License Transaction .</b>	Origination	<b>Activity Status:</b> Pending, Payment Pending, Pending Submit, Submitted, Accepted, In Process, and Completed.  <b>License Status:</b> Pending, Payment Pending, Pending Submit, Submitted, Accepted, In Process, and Completed.
A business entity is created to maintain the details of the business — owners, locations, and license records.	Businesses <b>Agency Springboard &gt; Businesses .</b>	Origination	<b>Business Entity Status:</b> Provisional.  The status changes to Active once the license is approved.
Agency staff approve the license application using the Workflow process.	Business License Transactions <b>Agency Springboard &gt; Business License Transaction .</b>	Origination	<b>Activity Status:</b> Completed.  <b>License Status:</b> Active, Expired, and Void.
The newly approved license record is created and listed among active licenses.	Business Licenses <b>Agency Springboard &gt; Business Licenses .</b>	Origination	<b>Activity Status:</b> Completed.  <b>License Status:</b> Active, Expired, and Void.
The status of the business entity is updated with the license approval.	Businesses	Origination	<b>Business Entity Status:</b> Active.

Process	Object Used	Activity Type	Various Statuses
	Agency Springboard > Businesses .		

The following diagram provides a general outline of the business license process flow.

This diagram illustrates the business license process flow.



## Managing Business Information

You find business detail pages in a collection that consolidates all aspects of a business, such as owners, locations, and licenses.

Business license applicants enter detailed business information during the application intake or consultation process. The business detail pages enable you to view business information.

Here’s how you access the business detail pages:

1. Select the **Businesses** tile on the Agency Springboard.  
Registered users access the **Businesses** on the landing page.
2. On the Businesses page, click the row for a business.
3. Navigate to business information using the links in the left panel.

The business detail pages help you find information about a specific business:

Page Name	Description
Overview	View the core information regarding the selected business with links to more detail.

Page Name	Description
Business Details	View information such as the legal name of the business, the ownership type, address, federal tax ID, fiscal year end, and other business details.
Owners	View a list of owners and corporate officers for the business. Click a person on the list to view detailed information about them.
Locations	View a list of the physical locations associated with the business. Click on a location to view detailed information about it.
Licenses	View a list of licenses associated with the business. You can drill down on each license to view more information.  See <i>Managing Business Licenses</i> .

**Note:** When amendment and renewal transactions include changes to business information, those changes don't appear on these pages until the transactions are approved.

## Managing Business Licenses

When a business license application is approved, a business license record is created. The business license is distinct from the origination activity and from the business entity that holds the license.

Use the Business Licenses page to view summary information about business licenses and to access the details pages for individual licenses.

### Registered User View of Business Licenses

Registered public users can access a list of their own active business licenses. The list includes the same information as the agency-facing list of business licenses.

To access the list, a registered user clicks the **Business Licenses** tile on the registered user landing page.

### Managing Business Licenses

To manage business licenses:

1. Select the **Business Licenses** tile on the agency springboard.
2. Review the following business license information:

Page Element	Description
License	Displays the license ID, application type, and the overall status of the business license. If the business license is about to expire, an expiration message also appears, emphasized by a warning icon.

Page Element	Description
<b>License Period</b>	Displays the original issue date and the expiration date for a business license.
<b>Business Information</b>	Displays the business name (the DBA) and the address for the licensed location. This can be different from the name and address of the business itself.  If the origination application indicates that the location is outside of the agency's jurisdiction, no address appears here.
<b>Description</b>	Displays the description from the origination application.  Applicants optionally enter a description during the application process. Agency staff can add or update descriptions on the Activity Summary page of the origination transaction.
<b>Fees</b>	Displays the total fees for the license origination, and the amount that has been paid so far.

3. To access the details for a business license, click the row.

## Viewing the Business License

You view a business license summary on the Overview page, where you get a snapshot of information regarding an approved active license with links to latest activity detail. You can also view the business license certificate.

When you access the details for a business license, you see a summary of the business information. This information is updated to show the latest from the intake form submitted by the applicant.

### Using the Overview Page

1. Select the **Business Licenses** tile on the Agency Springboard.
2. On the Business Licenses page, click the row for the selected application.
3. On the Overview page, review details in the various sections.

Page Element	Description
<b>Actions</b>	Click and select the <b>View Certificate</b> option to open the business license certificate in a new window.
<b>Category</b>	View the category of the business.

Page Element	Description
<b>Subcategory</b>	View the subcategory of the business.
<b>NAICS Code</b>	View the NAICS code for the business.
<b>Description</b>	View the description about the business.
<b>Issue Date</b>	View the date on which the business license was issued.
<b>Effective Date</b>	View the effective date of the business license.
<b>Expiration Date</b>	View the date on which the license expires.

4. On the Overview page, review details in the Business Summary section.

Page Element	Description
<b>Legal Name</b>	View the legal name of the business.
<b>Ownership Type</b>	View the type of business ownership.
<b>Tax Exempt</b>	Indicates if the business is exempt from paying taxes. The value <i>No</i> indicates that taxes are applicable. In such a case, a field <b>Exempt Type</b> is displayed to indicate the type of exemption availed.
<b>Is this a mobile business?</b>	Indicates if the business is of mobile type.
<b>Physical Address</b>	View the address of the business establishment.
<b>Mailing Address</b>	View the address of the business establishment for mailing purposes.

5. The Latest Activity section displays the most recent activities related to the business license. Each tile shows the following information:

- Type of license, such as Origination.
- The year the license is active.
- Activity status, such as Completed.
- Payment status, such as Paid.

Click the tile to open the detail view of the business license transaction.

## Viewing the Business License Certificate

The business license certificate issued by the agency records the details of the business such as the name, license type, number, effective and expiry dates, and the issuing authority.

To view and save the business license certificate:

1. Select the **Business Licenses** tile on the Agency Springboard.
2. On the Business Licenses page, click the row for the selected application to open the Overview page.
3. Click **Actions** and select the **View Certificate** option.

The business license certificate opens in a new window. You can print or save the report.

**Note:** This option can be made available to public users if you enable the **Allow Public User to View** option on the Business License Type page. See [Setting Up Business License Types](#).

## Viewing the Business Information

The business information provides you with the details of the business, its owners, and the locations of the business all arranged in separate tabs. The following table provides you the navigation to this business information through various business objects:

Business Object	Navigation
Business License Transactions	<b>Agency Springboard &gt; Business License Transactions</b> . Select the business license application record you want to access. On the Business License page select the <b>Business Information</b> tab in the left panel.
Business Licenses	<b>Agency Springboard &gt; Business Licenses</b> . Select the active business license record you want to access. On the Business License page select the <b>Business Information</b> tab in the left panel.
Business	<b>Agency Springboard &gt; Businesses</b> . Select the business record you want to access. On the Business page the left panel lists the tabs — Business Details, Owners, and Locations.

See also [Viewing Business Information](#).

## Viewing the License Details

The Application Details page shows the information captured during the application intake that is specific to the business license application type. To access the page:

1. Select the **Business Licenses** tile on the Agency Springboard.
2. On the Business Licenses page, click the license record you want to review. The Overview page opens.
3. In the left panel, click **License Details** to view the details of the selected license.

For details of the page, see [Viewing Business Application Information](#).

## Viewing the License Activity

A new business license record is created for each license period. The License Activity page lists all the license records related to the business licenses that exist on the basis of its validity period.

1. Select the **Business Licenses** tile on the Agency Springboard.
2. On the Business Licenses page, click the license record you want to review. The Overview page opens.
3. In the left panel, click **License Activity** to view the list of license records.
4. Click the row for a record to open the Activity Summary page of the business license transaction in a new window..

**Note:** You can access the activity details of the licence directly from the Business License page. Select **Business License Transactions** on the Agency Springboard and select the specific license record to open the Activity Summary page.

For details of the page, see [Viewing a Summary of Business License Activity](#).





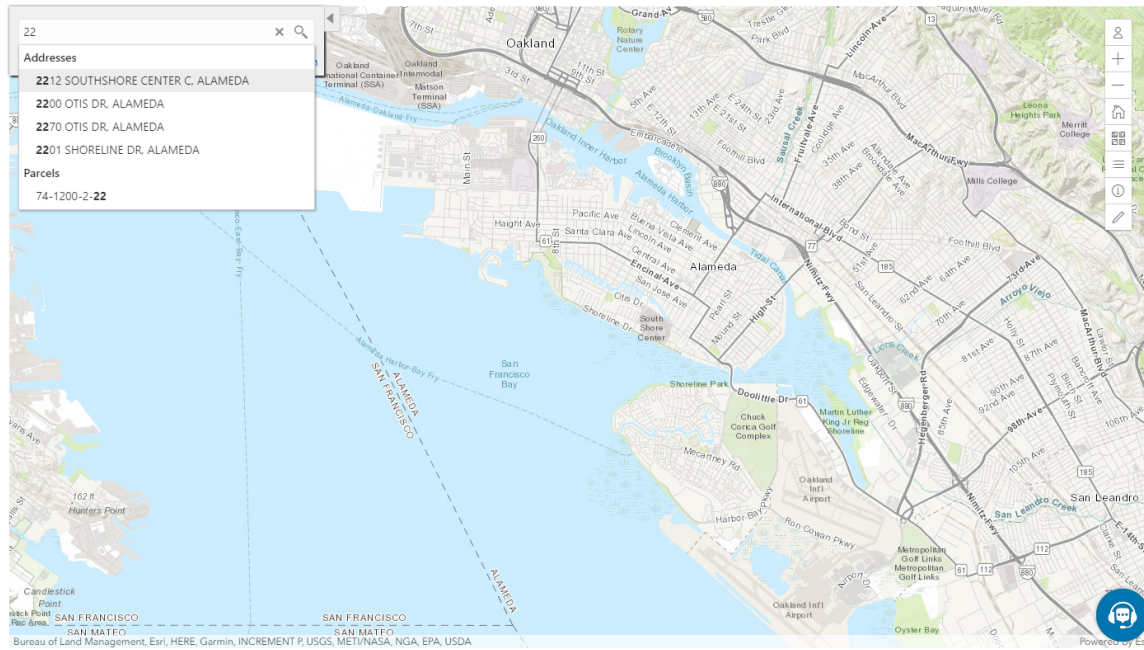
# 6 Working with Maps

## Overview of Delivered Maps

Maps provide a convenient way for agency staff and public users to see and interact with geographical information. Maps show the locations of parcels and addresses as well as showing locations of transactions such as permits, planning applications, projects, incidents, and cases.

**Note:** Map functionality relies on integration with a third-party map service such as Esri Geographic Information Systems (GIS).

This example shows the main map that agency staff uses to see properties and transactions.



The following tables describe the delivered maps in the Oracle Public Sector system.

### Main Maps

This table lists the main maps that display the agency’s business licenses, permits, planning applications, and projects. There are separate maps for different users. For more information, see *Using the Main Map and Explore Your City Map*.

Map Name	Users	Navigation	Usage
Agency main map	Agency staff	Click the Map icon in the page header, then click <b>Main Map</b> in the drop-down menu that appears.	<ul style="list-style-type: none"> <li>View existing applications and projects.</li> <li>Search and select properties.</li> </ul>

Map Name	Users	Navigation	Usage
			<ul style="list-style-type: none"> <li>View transactions for a selected property.</li> <li>Start new applications for selected properties.</li> <li>Access an interactive guide for selecting application types.</li> </ul>
Guest/anonymous user map	Anonymous public users	Guest users click the <b>Explore Your City</b> tile on the landing page.	<ul style="list-style-type: none"> <li>View existing applications and projects.</li> <li>Search and select properties.</li> <li>View transactions for a selected property.</li> <li>Access an interactive guide for selecting application types.</li> </ul> <p>An anonymous user who attempts to start an application is required to register or sign in first.</p>
Registered public user map	Registered public users	Registered public users click the <b>Explore Your City</b> tile on the landing page.	<ul style="list-style-type: none"> <li>View existing applications and projects.</li> <li>Search and select properties.</li> <li>View transactions for a selected property, and filter transactions so that only the user's own items appear on the map.</li> <li>Start new applications for selected properties.</li> <li>Access an interactive guide for selecting application types.</li> </ul>

## Additional Maps for Applications

This table lists additional maps that support applications:

Map Name	Users	Navigation	Usage
Application intake	Agency staff Registered public users	Access the <b>Property</b> section of a new or submitted application, then click the <b>Map View</b> icon.	Choose the property to associate with the application.  See <i>Working with Property Information</i> .
Mobile inspection	Agency staff	Use the Oracle Inspector mobile application.	View permits and planning applications on a map.

Map Name	Users	Navigation	Usage
			See <a href="#">Oracle Inspector Overview for Permits</a> .
Permit list	Agency staff Registered public users	For agency staff: access the application lists on the <b>Transactions</b> page.  For registered public users: access the application lists on the <b>Applications</b> page.  On any of these pages, click the <b>Map View</b> icon.	View the locations of the transactions on the list.  See <a href="#">Managing Transactions</a> .
Public notification	Agency staff	<ul style="list-style-type: none"> <li>Click the Map icon in the page header, then click <b>Public Notification</b> in the drop-down menu that appears.</li> <li>From the Planning Application detail page, select a hearing where the schedule is final, then select the <b>Actions</b> button and choose <b>Generate Notifications</b> from the menu that appears.</li> </ul>	Create a notification zone by specifying a distance from selected parcels.  After creating a notification zone, download .csv files with parcel, address, and owner information for all parcels that are at least partially within the zone.  See <a href="#">Creating Map-Based Public Notification Lists</a> .

## Maps for Code Enforcement

This table lists additional maps that support code enforcement:

Map Name	Users	Navigation	Description
Agency - code enforcement	Agency staff	On the Worklist page, go to a tab for managing incidents and then click the <b>Map View</b> icon.	View the locations of incidents that appear on the selected worklist tab.  See <a href="#">Using the Worklist</a> .
Code enforcement issue intake	Registered public users	Follow the guided process for reporting an issue until you reach the page where you enter the issue location.	Identify the location of an issue that is being reported.  See <a href="#">Reporting Issues</a> .
Mobile code enforcement inspections	Agency staff	When reporting a new violation, click the <b>Location of the incident</b> option.	Identify the location of a violation that is being reported by an inspector who is using the mobile inspection application.  See <a href="#">Oracle Municipal Code Officer Overview</a> .

Map Name	Users	Navigation	Description
Public - code enforcement	Registered and anonymous public users	On the code enforcement landing page, click the <b>View Recent Issues</b> tile.	View recent code enforcement issues.  See <i>Viewing Recent Issues</i> .

## Maps in Transaction Headers

This table describes the map that appears in transaction headers:

Map Name	Users	Navigation	Description
Transaction header	Agency staff  Registered public users	Access the detail page for the transaction.	The map that appears at the top of various detail pages. For example, this map appears in the detail pages for business licenses, permits, planning applications, projects, incidents, cases, parcels, addresses, and owners.  If the transaction is not associated with a location, the map displays the initial extent that is defined on the map profile.

## Using the Map Toolbar

The general toolbar for maps has tools that relate to the map itself, without regard to specific transactions. This topic describes these general-purpose tools.

**Note:** Use map profiles to configure which tools are available on a map. For information on configuring which tools appear, see *Setting Up Map Profiles*.

These are the generic map tools that can appear on the main toolbar:


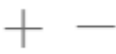






Image	Name	Configuration	Description
	Switch Map Profile	This icon appears if multiple profiles exist for the map.	Click to select a map profile. Map profiles control the appearance of the map as well as the availability of other toolbar options.  When you click this icon, a list of map profiles appears. The list displays the profile name and a thumbnail image of the map that illustrates its general appearance.

Image	Name	Configuration	Description
	Zoom In and Zoom Out	Use the <b>Enable Zoom</b> switch on the map profile.	Use these tools to zoom in or out.  You can also double-click a map location to zoom in.
	Show Default Map View	Use the <b>Enable Default Map View</b> switch on the map profile.	Click to restore the map to its default (home) display area.
	Select Base Map	Use the <b>Enable Base Map Gallery</b> switch on the map profile.	Click to display a pop-up window for selecting a map type such as <i>Streets</i> or <i>Topographic</i> .
	Select Layers	Use the <b>Enable Map Layers</b> switch on the map profile.	Click to display a pop-up menu for changing the visibility of various map layers. Examples of layers include the parcel layer and address layer provided by the map service.
	Show Attribution (for maps in page headers)	This toolbar button is not configurable. Some maps have this button, while other maps, such as Explore Your City, display attribution information across the bottom of the map page.	Click to display a pop-up window that identifies the third-party map sources.
	Identify GIS Information (for maps that are not in page headers)	This tool appears if the <b>Enable Map Layers</b> switch is on and the map service URL for the profile is configured to allow the display of object details on the map.	Click to enable the display of object details for map objects (such as parcels) that you click. Details appear in a pop-up window. To stop displaying object details, click the button again to turn off the option to identify GIS information.  The map profile settings for <b>Enable Window Detail Docking</b> and <b>Detail Window Dock Position</b> control where the object detail window appears. However, on mobile devices, the detail window always appears at the bottom of the screen..
	Show Selection Tools or Hide Selection Tools	Use the <b>Enable Selection Tools</b> switch on the map profile.	Click to show or hide a toolbar with drawing tools. Use the drawing tools to select parcels on the map.

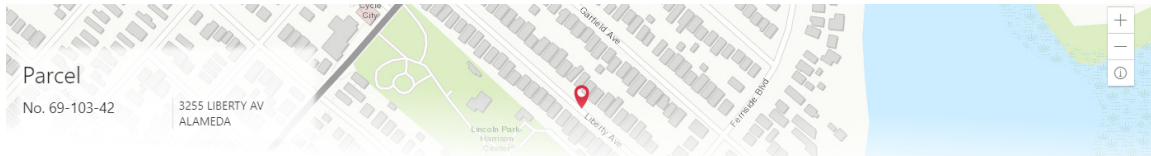
## Viewing Map Markers

Map markers identify the location of an object such as an application, project, incident, case, parcel, or address.

## Marker on the Transaction Header Map

The map in the header of a transaction page shows a single marker for the current object.

This example illustrates the Parcel page, where the map marker shows the parcel's location.

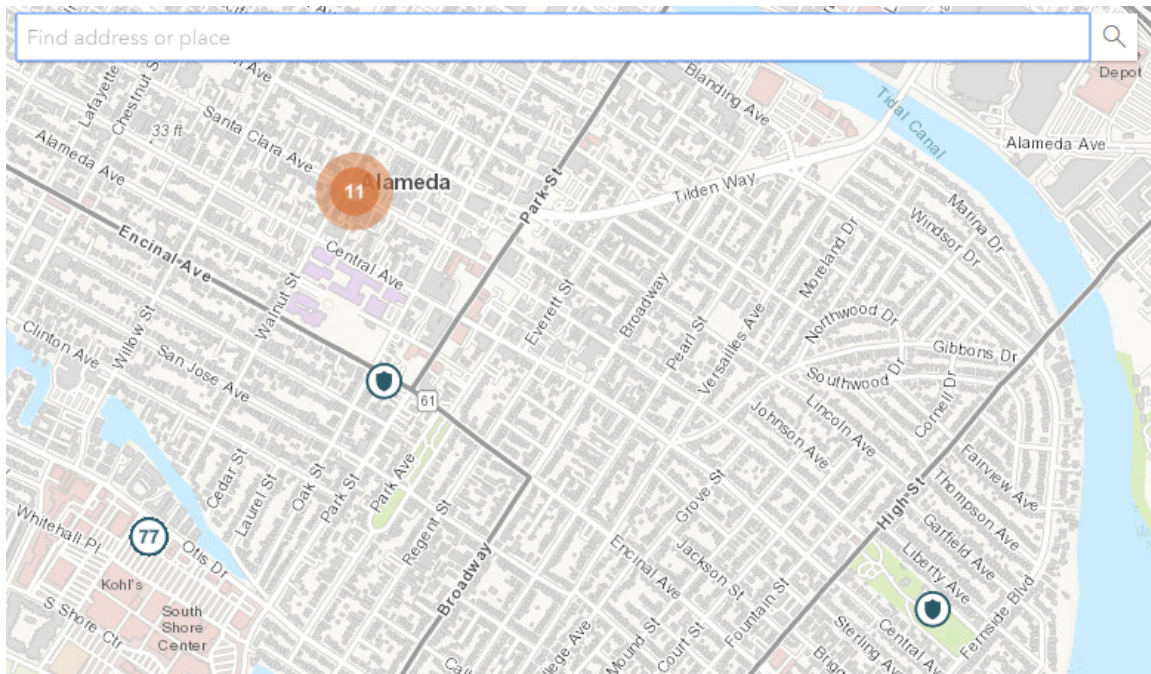


## Other Map Markers


Maps other than the ones in transaction headers have these markers:






- Transaction-specific icons to mark the locations of single transactions.
- Numbered circles to mark locations with multiple transactions.
- Orange-shaded double circles to represent multiple neighboring locations that are clustered together because of the map zoom level.

This example is from the View Recent Issues map, where map markers represent code enforcement issues.



The following table provides a key to the marker icons:

Map Marker	Description
	The location has a single code enforcement issue.

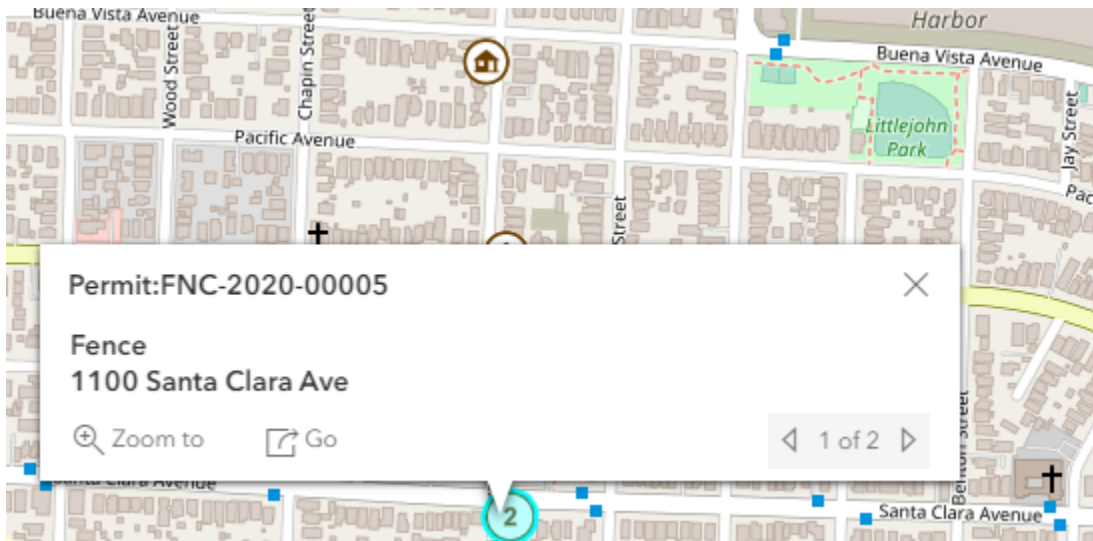
Map Marker	Description
	The location has a single permit application.
	The location has a single planning application.
	The location has a single project.
	The location has a single business license.
	There are multiple transactions at the same location. The number represents the number of transactions.  The marker is the same color as it would be for a single transaction. For example, the marker is brown for multiple business licenses.

## Viewing Details for a Marker

Clicking a marker displays a pop-up window with additional details.

**Note:** If the selection toolbar is visible and a selection tool is active, clicking a marker selects the location rather than opening the details pop-up.

This example illustrates the detailed information for a map marker. The location of the pop-up window depends on the docking settings in the map profile



The detail window includes different information for different objects. Here is some of the information that can appear:

- The object ID

On maps that show multiple types of objects, the object type (such as “Permit”) appears along with the object ID.

- The object status.

Status information appears for incidents and cases, but not for other objects.

- Any applicable categorization, such as a permit type or an issue type and subtype.

- The address for the location.

- Controls for paging through multiple objects, if applicable.

When there are multiple objects, the paging controls appear around the text *<sequence number> of <total number of objects>*.

- A **Zoom To** icon for zooming in on the map location.
- A **Go** icon for opening the corresponding detail page in a new window.

## Using the Main Map and Explore Your City Map

The agency-facing Main Map and the public-facing Explore Your City map provide options for viewing existing applications and projects on the map and for selecting properties so that you can start new applications.

With these maps, users can do the following:

- Select a property and view existing transactions for that property.
- Start an application for a selected property (public users and agency staff only).

Users who aren’t sure what type of application is needed can launch the guide that provides recommendations based on questionnaire answers.

- Search for transactions and view transaction markers on the map.

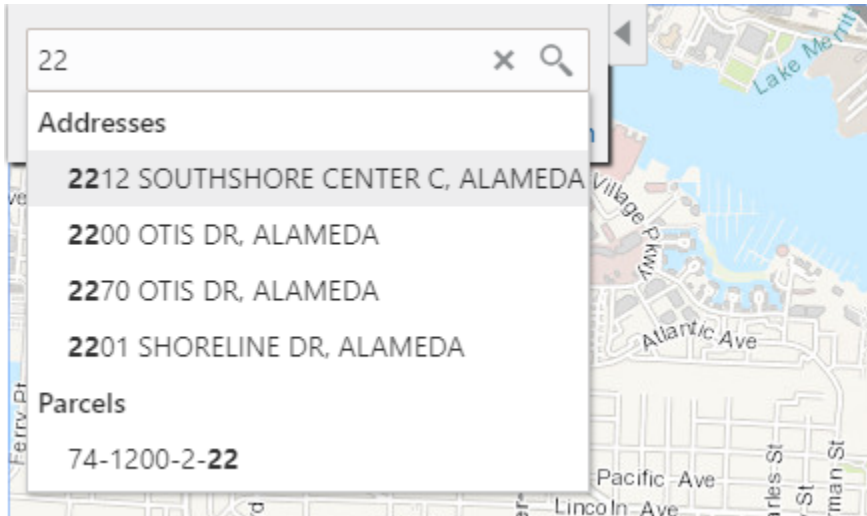
All users can search for transaction locations. Registered public users have the additional ability to filter search results so that only the user’s own transactions appear.

**Note:** To provide different types of users with the most appropriate interface, there are separate main maps for agency users, registered public users, and anonymous public users. These maps can have different map profiles, giving you control over whether various map options are available to each audience. See [Setting Up Map Profiles](#).

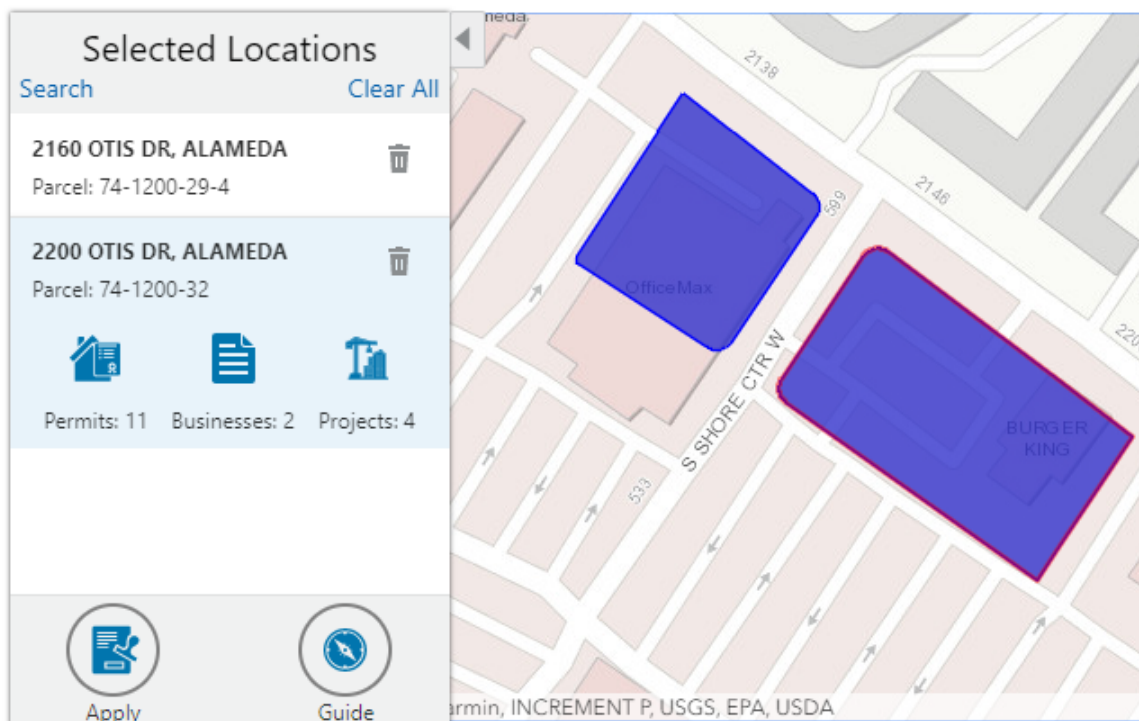
## Selecting Properties Using the Basic Search

This example illustrates the basic property search on the map.





This example illustrates the map when properties have been selected.



To search for properties and select them:

1. Enter a full or partial address or parcel number in the search field that appears when you first access the map.

As you type, up to five matching addresses and parcels appear in a type-ahead drop-down list. The type-ahead list includes headings to indicate which items are **Addresses** and which are **Parcels**.

2. Press the Return key or click the magnifying glass icon to perform a full search.

The Search window expands to show lists for Addresses and Parcels with a count for each type of result. Initially a maximum of five items appears in each list.

If more results exist, click **More** to show all results in a scrolling list. When the list is expanded, click **Less** to shrink the list back down to five locations.

3. To select a property, click a single address or parcel number from either the type-ahead list or the full results list.

The corresponding property is selected on the map, and the search field is replaced by the Selected Locations list.

4. To select additional properties without losing your selection, click the **Search** link to re-display the search field.

Each time you select a property, it is added to the Selected Locations list.

To return to the Selected Locations overlay from the Search overlay without performing a search, click the **Selected Locations** link. This link appears if at least one property is selected.

5. Use these options to deselect properties:

Page Element	Description
<b>Delete</b>	Click this icon to remove a single particular property from the list. The icon appears next to each selected property.
<b>Clear All</b>	Click this link to deselect all properties. The link appears at the top of the list.

## Selecting Properties Using the Selection Toolbar



To select properties directly from the map, without searching, use the drawing tools. You can use the search and the drawing tools together to add properties to (and remove properties from) your list.





To select and deselect properties using drawing tools:

1.  Click the **Show Selection Tools** button on the map's general toolbar.

The drawing toolbar appears.

2. Use these tools to make your property selection:

Selection Toolbar Button	Description
 Draw a Point	Click one or more points on the map to select the properties that contain the points.
 Draw a Polyline	Click two or more points on a map to draw a multi-segment line (a polyline) connecting the points that you click. Double-click on the final point to stop drawing. All properties that intersect the resulting polyline are selected.

Selection Toolbar Button	Description
 Draw a Polygon	Click three or more points on a map to draw a polygon. The system redraws the polygon after each click. Double-click on the final point to stop drawing. All properties that are at least partially within the resulting polygon are selected.
 Deselect One	Click a selected property to deselect it.  <b>Note:</b> Selecting a property does not deselect previously selected properties. You must use the Deselect One or the Deselect All tool to remove properties from your selection.
 Deselect All	Click this button to deselect all properties.
 Close	Click to close the toolbar.

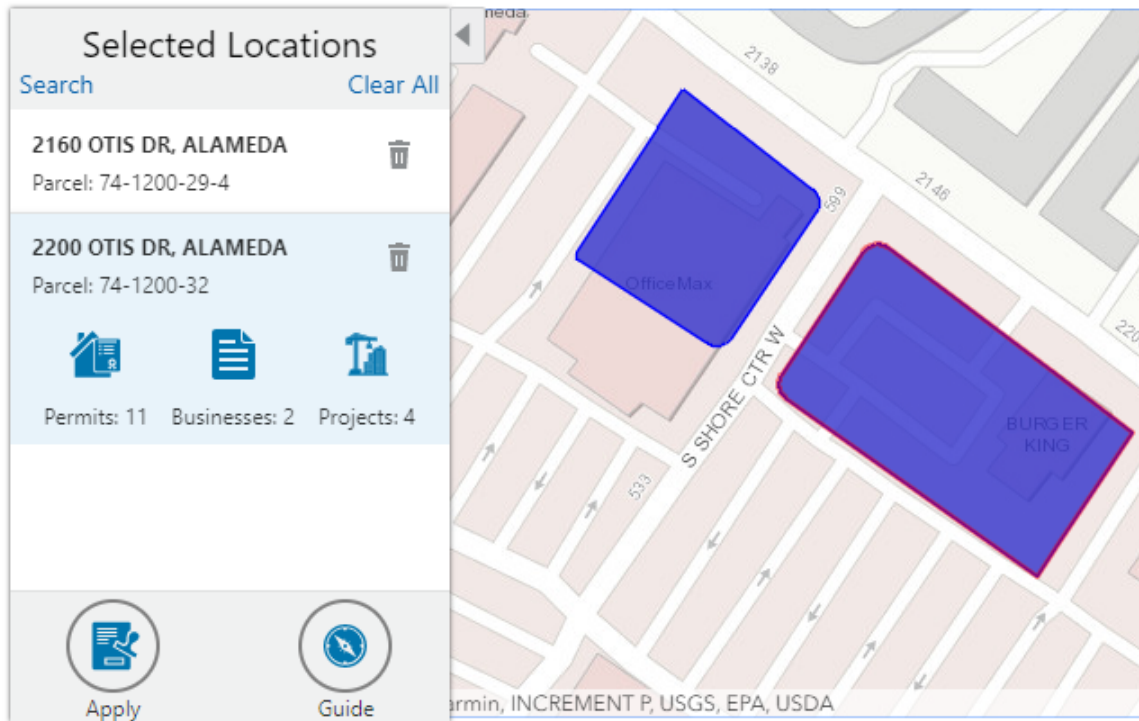
3. Review details of your selections on the Selected Locations list.

The Selected Locations list replaces the search window whenever properties are selected. This is a single list that also includes properties that you adding using the search.

## Using the Selected Locations List

The Selected Locations overlay enables you to review information about selected properties and the transactions that are associated with those properties.

In this example of the Selected Locations list, the addresses and parcel numbers of selected locations are links to the corresponding detail pages. These links are only present for agency staff. When public users see the Selected Locations overlay, the addresses and parcel numbers appear as plain text.



To use the Selected Locations overlay:

1. Review the information cards for the selected locations.

Each selected property appears on a card. The card title is the primary address for the location. The parcel number, if any, appears below this address. Agency staff can access the detail pages for selected addresses and parcels by clicking the address or the parcel number link on the card. Public users do not have access to detail information, so for public users, the addresses and parcel numbers are plain text instead of links.

**Note:** If an address has multiple parcels, each parcel appears on a separate card and all parcels are selected on the map. If a parcel has multiple addresses, a link below the parcel number indicates the number of addresses. Click the link to see a list of addresses.

2. Click a card to select it and learn more about the property.

If the selected property is associated with any applications or projects, the selected card expands and displays icons for any associated transactions. There are separate icons for **Permits**, **Planning Applications**, **Businesses** (business licenses), and **Projects**. The icon label includes a count of the related transactions. If the property is not associated with any transactions, the selected card looks the same as it does when it's collapsed.

3. Click the icon for a specific transaction type to access a list of transactions.

The list replaces the Selected Locations list and shows details that are relevant to the specific transaction type.

4. On the transaction list, click a transaction to open a new window with the corresponding detail page.

The details are read-only for public users. For agency users, access is based on the user's security. The window does not have any navigation controls, so close the window when you're done.

5. From a transaction list, click the return button in the window header to go back to the Selected Locations list.
6. To start an application for the selected properties, click the **Apply** button (not available to anonymous users).

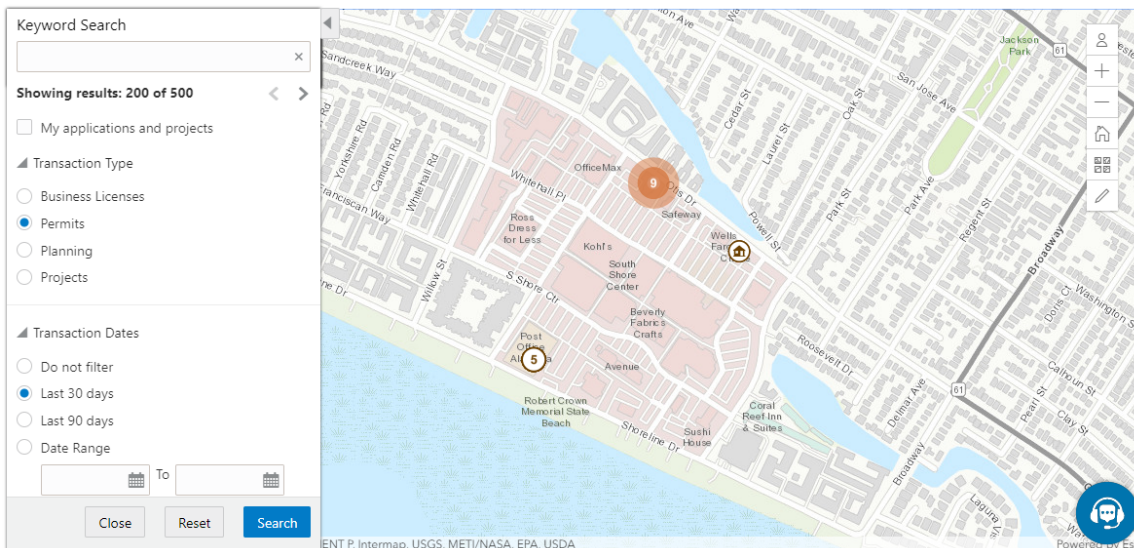
The Apply page appears so you can select an application type and start an application. As long as the application intake form includes a Property section, the property information will be pre-filled based on the selected properties.

Users who aren't sure what type of application is needed can click the **Guide** button instead. This launches the guide that provides application type recommendations based on questionnaire answers. The Guide button is available only if an Oracle Intelligent Advisor definition is associated with the agency record.

## Using Advanced Search to View Transactions

The advanced search is for searching transactions rather than properties. Use the advanced search to view map markers that indicate the locations of business licenses, permits, planning applications, and projects.

This example illustrates the advanced search.



**Note:** As agency staff, you will not see the check box used by registered public users to limit the search to their own transactions. If the registered public user is a primary contact for any projects, the check box label is **My Applications and Projects**. If the registered public user isn't a primary contact for any projects, the label is **My Applications**.

To show transactions on the map:

1. Click the **Advanced Search** link on the basic search overlay.

A new overlay appears.

2. Enter search keywords, if any, in the search field at the top of the overlay.

Search on data such as a business name or permit type. Don't use this field to search for addresses; use the basic search instead.

3. In the **Transaction Type** section, indicate which type of transaction to search.

Depending on which product offerings you enable, you can search for **Business Licenses**, **Permits**, **Planning** (planning applications), or **Projects**.

4. In the **Transaction Dates** section, choose a date range to search.

Options include **Do not filter**, **Last 30 days**, **Last 90 days**, or a custom **Date Range**. If you use a custom date range, enter a start date, end date, or both to define the range.

For date-restricted searches:

- o The application submission date must fall in the specified time period.
- o A project start date must be after any start date you specify. If you use a custom date range with an end date, the project end date must be before any end date you specify.

5. Click **Search** to perform the search.

Map markers appear for the transactions that meet your search criteria. The overlay also displays text stating how many results were found.

Users can see up to 200 results at a time. If more than 200 results exist, use the Previous (<) and Next (>) icons to scroll to a different block of results and update the map to show markers for the new block of results.

6. To clear search criteria, click **Reset**.

7. To close the advanced search and return to the simple location search, click **Close**.

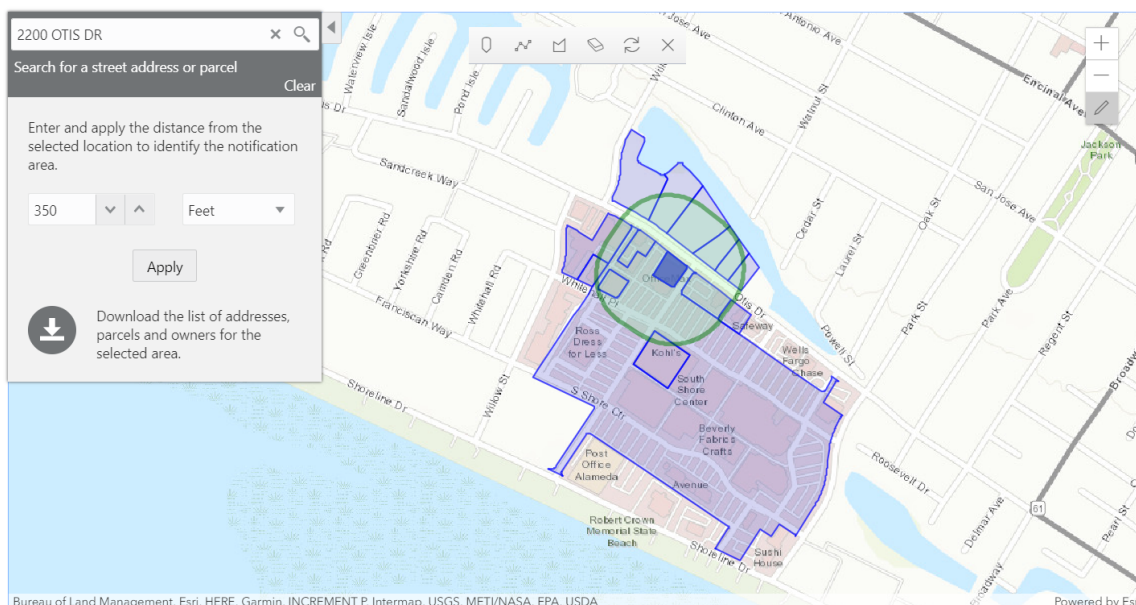
## Creating Map-Based Public Notification Lists

The Public Notification map enables you to define an area on a map and generate .csv files for the parcels, owners and addresses that are included in that area. Use the .csv files to create your mailing list. The notification area consists of all properties that are at least partially within a specified distance of the selected property or properties.

A context-specific instance of this page is available for scheduling hearing notifications. See [Generating a Hearing Notifications List](#).

The following example illustrates the Public Notification page, where you can select properties, define a notification area around the selection, and download lists of address, parcels, and owners in the notification area.

Public Notification



To define a notification area and generate notification lists:

1. Access the Public Notification page.

To access the page from the global header, click the Maps icon, then click **Public Notification** in the drop-down menu.

You can also access the page directly from the list of hearings for a planning application. If the hearing schedule is final, the action menu for the hearing includes the **Generate Notifications List** action. This action opens the Generate Notifications List window, which contains the Public Notification page. For more information, see [Generating a Hearing Notifications List](#).

2. Select a property, or confirm the default property selection.

If you access the Public Notification page from a hearing for a planning application, the property or properties from the planning application are selected by default.

The two methods for selecting properties are:

- Use the search field to search by street address or parcel number, then click the desired property in the type-ahead list or the search results.
- Use selection tools such as **Draw Point**, **Draw Polyline**, or **Draw a Polygon** to select properties.

For detailed information on selecting properties, see [Using the Main Map and Explore Your City Map](#)

3. Define the notification area by entering a distance from the selected properties.

The fields for defining the notification area appear below the search field when a property is selected.

Enter a number, and select *Feet*, *Miles*, *Meters*, or *Kilometers* to enter a distance.

The fields for entering the distance appear below the search field as long as at least one property is selected.

4. Click **Apply**.

The notification area appears on the map. Visually, it appears as a bold green outline that follows the contours of the selected property at the specified distance. If you selected multiple properties, there can be multiple notification areas. Parcels that are fully or partially within the notification area appear with a blue outline so you can see which parcels are included in the notification list.

5. To change the notification area, modify the property selection, the distance for the boundary, or both, and then click **Apply** again.

If you use add or remove properties from your selection, the notification area is not updated until you click **Apply**.

To clear the property selection and the notification area, click either the **Deselect All** tool or the **Clear** link on the Search overlay.

6. If you are satisfied with the notification area, click the **Download** button that becomes visible after you apply a selection.

Three files are downloaded: *Address.csv*, *Owner.csv*, and *Parcel.csv*.

Files are saved to default folder defined in your browser settings. Your browser must be able to download multiple files.

7. Save the .csv files so your agency can use them to generate notifications.

The notification process is not part of the Oracle system.





# 7 Working with Payments

## Payment Flow Overview

This topic provides a high-level overview of fees and the payment flow. Applicants can make payments online, and agency staff can assist applicants with payments.

After completing an application for a permit, the fees are calculated and applied to the applicant's account. The applicant manually adds fees to the payment cart, and selects which fees to pay in one transaction. Agency staff can initiate payment from the Permits list page or from the fees and payments page in the permit details. System processing for payments triggers workflow and generates accounting and invoices.

For information about setting up fees and payments, see the documentation for Implementing Oracle Public Sector Permits.

## Understanding Fees

Some basics about fees include the following:

- Fees for a permit are determined by decision modeling and associated with fee schedules.
- Fees may be applied during the application process or later for additional fees or adjustments.
- Fees appear on the My Permits page for applicants, on the Permits list page for agency staff, and on the Fees and Payments page in the permit details for both agency staff and applicants.
- If a condition is applied to the permit, such as a hold or lock on the permit, the applicant may not be able to pay until the condition is resolved.
- Agency staff can add or adjust fees on the Fees and Payment page in the permit details.

## Fee Payments Process for Applicants

Applicants can make a payment by following this process:

1. On the My Permits page, add fees items to the payment cart.
2. Select fees for payment in the payment cart.  
  
Fees not selected for payment remain in the cart.
3. Click the **Continue to Checkout** button.
4. Review the Checkout page, which lists the different secured payment methods available.  
  
Only agency staff can process cash and check payments.
5. Select one of the payment methods for payment processing.

Depending on the payment service being used, the payment steps differ.

After successful payment, the applicant is returned to the My Permits page.

## Fee Payments Process for Agency Staff

Agency staff can use the following process to assist an applicant with a payment:

1. Click the **Pay** button for a permit listed on the Permits page or on the Fees and Payments page in the permit details.

Agency staff skip the payment cart and go directly to the Checkout page.

2. Review the Checkout page, which lists the different payment methods available, such as cash or check.
3. Select one of the payment methods for payment processing.

Depending on the payment service being used, the payment steps differ.

After successful payment, the agency user is returned to the Permits list page.

## Payment Cart Overview

Applicants can pay fees over the Internet using a payment cart and checkout process. The Cart page is used to accumulate fees and review them before making a payment.

The payment cart shows fees associated with applications belonging to one customer profile at a time. When a user switches profiles, the payment cart is updated to show fees for the selected profile.

**Note:** The payment cart is available only to applicants. Agency staff can process payments from the agency's Applications page as well as from the Fees and Payments page for a specific application. When an agency staff member submits an application on behalf of a registered user, the registered user can see the application on the Applications page and then add the application fees to their payment cart.

## Viewing Fees in the Payment Cart Summary

The payment cart icon appears in the global header when a registered user logs in. The number of items in the payment cart, if any, appears on the icon:

This is an example that illustrates the payment cart icon, showing nine items for payment in the cart.



Clicking the payment cart icon opens the Payment Cart summary page, which lists the fees that are awaiting payment:

This example illustrates the Payment Cart summary page.

## Payment Cart



View Cart

Application Type	Application	Amount
CV Permit	CK-2019-00007	25.00 USD
E2EResPermit	E2E-190218-00011	50.00 USD

Total Amount 75.00 USD

If the cart is empty, the summary of fees is not available.

Clicking the **View Cart** button opens the Cart page.

## Paying Fees in the Payment Cart

The system applies fees to the user's account when an application is submitted. The applicant can then move fees into the payment cart, where the fees remain until the applicant pays the fees. Fee adjustments are automatically reflected in the cart before checkout processing.



This example illustrates the Cart page.

Cart

The screenshot shows a 'Cart' page with a 'Continue to Checkout' button in the top right. Below the button are sorting and grouping icons. The main area displays a list of items with the following details:

- Item 1:** ZPER-FEN-2018-00044 (All projects: 3), 600.50 USD. Includes details for TESTER123, 5815 Owens Drive, City of San Francisco, added 3 days ago. A 'Pay Now' toggle is checked, and there is a 'Remove from Cart' link.
- Item 2:** ZPER-FEN-2018-00059, 0.00 USD. Includes details for ZPERRecordType, 5815 Owens Drive, City of San Francisco, added 2 days ago. A 'Pay Now' toggle is checked, and there is a 'Remove from Cart' link.
- Item 3:** ZPER-FEN-2018-00062, 0.00 USD. Includes details for ZPERINIV-2018-0000000052, Pro-1563125748-2. A 'Pay Now' toggle is checked, and there is a 'Remove from Cart' link.

Page Elements	Usage
	Click to sort the fees by <i>Added Date</i> , <i>Application Type</i> , or <i>Application</i> .
	Click to group the fees by <i>Address</i> or <i>Application Type</i> .
<b>Total Amount</b>	Review the number of items to pay now and the total amount selected for payment.

Page Elements	Usage
<Application number>	Each item in the payment cart is identified by the application number. Click the application number to open a page with the application details.
	The Projects icon appears after the application number if the application is part of at least one project. If the application is part of exactly one project, the icon is followed by the project identifier and name. If the application is part of multiple projects, the text <i>All projects: &lt;number of projects&gt;</i> appears. Click this text to see a pop-up window that lists the identifiers and names of all of the projects.
<Application type>	The information for an item in the cart includes the type of application, such as <i>Residential Addition</i> .
<Fee amount>	The information for an item in the cart includes the fee amount. Click the fee amount link to open the Fee Detail page, which shows a breakdown of the fees for the application.
	The Fee Amount Changed alert indicates the fee has been adjusted. Adjusted fees are updated automatically in the cart before checkout processing.
Property address	View the location of the property for the item in the cart.
Aging information	View the aging information for the item in the cart, for example: <i>Added 5 days ago</i> .

Conditions that have been applied to the application appear as icons next to the application ID. For more information about conditions, see [Applying Conditions to Applications](#) and [Setting Up Conditions](#).

After reviewing fees, the applicant can choose from several actions:

Page Element	Usage
<b>Continue to Checkout</b>	Click the button to continue to checkout with the fees selected to pay now.
<b>Pay Now</b>	Select the fees for payment by turning on the <b>Pay Now</b> switch.
<b>Remove from Cart</b>	Click to remove a fee from the cart. Removing fees from the cart does not affect the application. The user can make changes to the application if needed and add the fees to the cart later.
<b>Return to Applications</b>	Click the link to return to the user's Applications page.

The system validates the application in the payment cart and identifies applications with a conditional status. The applicant must correct any conditions associated with an application before proceeding to checkout.

Users cannot make any changes to the application and associated fees submitted for payment during processing. After the payment processing is complete, the items are removed from the cart, and the system directs the user back to the

Cart page to pay remaining fees. If the cart is empty after a successful payment, the user is directed their Applications page. If the payment fails, the fees remain in the cart and can be updated or resubmitted for payment.

## Working with Cashier Sessions

Cashier sessions are instances of a cashier using a specific cash drawer to receive payments from customers. Cashiers add and modify cashier sessions on the Cashier Session page.

### Opening a Cashier Session

1. Select **Billing and Payment > Cashier Sessions**.
2. On the Cashier Session page, click **Add**.
3. On the Cashier Session Details page, enter values for the following fields:

Page Element	Description
<b>Cashier Drawer ID</b>	Select the cash drawer that you want to use for this session.
<b>Session ID</b>	Displays the unique, system-generated ID for the cashier session.
<b>Start Time</b>	Displays the date and time the session was created.
<b>Status</b>	All new cashier sessions have a status of <i>Open</i> .
<b>Cashier ID</b>	Displays the unique ID of the cashier who is opening the cashier session.  Administrators assign cashier IDs to agency staff on the Agency Staff page. You cannot open a cashier session if you do not have a cashier ID assigned to you.
<b>Opening Balance</b>	Enter the amount in the cash drawer at the beginning of the cashier session.

4. Click **Save**.

### Modifying a Cashier Session

1. Select **Billing and Payment > Cashier Sessions**.
2. Click a row on the Cashier Session page.
3. On the Cashier Session Details page you can:
  - o Suspend an open cashier session by setting the **Status** to *Suspended*.
  - o Reopen a suspended or closed cashier session by setting the **Status** back to *Open*.
  - o Close a cashier session by setting the **Status** to *Closed*. When you close a cashier session enter an amount for the **Closing Balance**.

**Note:** The system populates the **End Time** field with the date and time the session was closed.

4. Click **Save**.

**Note:** You cannot edit a cashier session that has been reconciled. See *Reconciling Cashier Sessions*.

## Reconciling Cashier Sessions

Agency staff adjust and reconcile cashier sessions on the Reconcile Cashier Session page.

Agencies that collect payments must reconcile the money collected in the form of cash and checks at the end of each cashier session. On the Reconcile Cashier Session, agency staff can:

- Reconcile recorded and actual payment amounts.
- Print a cashier session reconciliation report.

This example shows the Reconcile Cashier Session page.

Reconcile Cashier Session Cancel Save Reconciliation Complete Reconciliation

Cash Drawer ID: Cash Drawer 01      Session ID: 1022  
 Start Time: 9/29/18 3:26 AM      End Time: 8/8/19 11:25 PM  
 Status: Closed      Reconcile Status: Unreconcile

Payment Information

Payment Method	Currency	Opening Balance	Recorded Amount
Cash	USD	100	93.5
Personal check	USD	0	67

Comments

## Reconciling Recorded and Actual Amounts

1. Select **Billing and Payment > Reconcile Cashier Session** in the Navigator.
2. Click the row for the cashier session that you want to reconcile.

**Note:** You can view payment information for open cashier sessions on this page, but a cashier session must be closed before you can reconcile recorded and actual amounts. For more information on closing cashier sessions, see *Working with Cashier Sessions*.

3. Click the row for the payment method that you want to reconcile to access the Payment Details page.

This example shows the Payment Details page.

Payment Details

Payment Summary

Payment Method: Cash      Currency: USD

Opening Balance: 100      Total Overage: 0

Recorded Amount: 93.5      Total Shortage: 1.25

Actual Amount: 192.25

Payment Details

Receipt Number	Receipt Line Number	Recorded Amount	Actual Amount
6	1	67	
5	1	26.5	

- Click a row for a receipt to make changes to the payment information. For cash payments, you can enter comments, but you can't edit any other payment information. For checks, you can edit the following payment information fields:

Page Element	Description
<b>Payment Method</b>	Select between <i>Personal check</i> and <i>Cashier check</i> .
<b>Actual Amount</b>	Typically this is the same as the recorded amount, but in the event that the check was written for a different amount, enter that actual amount here.
<b>Check Number, Check Date, Payer Name, and Address</b>	Update the check and payer information.
<b>Comments</b>	Enter any comments you want to add about the check payment.

- Click **Save**.
- On the Payment Details page, enter the actual amount for the cashier session for all receipts for the payment method. After you enter a value in the **Actual Amount** field, the page displays any overages or shortages in the **Total Overage** and **Total Shortage** fields.
- Click **Save**.
- On the Reconcile Cashier Session page, enter any comments you want to add for the entire cashier session and click **Save Reconciliation** to save all the changes you made for the cashier session.
- Click **Complete Reconciliation**. This changes the status of the cashier session from *Unreconciled* to *Reconciled*. In addition, the **Save Reconciliation** button is replaced by the **Print Report** button, and the **Complete Reconciliation** button is replaced by the **Generate Event** button.

**Note:** Once you complete a reconciliation for a cashier session, you can't reopen it or make any adjustments to the session.

## Printing a Cashier Session Reconciliation Report

- Select **Billing and Payment > Reconcile Cashier Session** in the Navigator.
- Click the cashier session row for which you want to print a reconciliation report.

3. Complete the reconciliation for the cashier session if you haven't already. You can print reconciliation reports only for sessions with a **Reconcile Status** of *Reconcile*.
4. Click **Print Report**. The generated report opens in a separate browser tab.

**Note:** If your browser has a pop-up blocker, make sure it allows pop-up windows from the URL associated with Oracle Public Sector Compliance and Regulation.

The Cashier Session Reconciliation report requires the definition of a parameter with the following values:

Page Element	Value
Parameter ID	1
Parameter Name	P_RECONCILE_ID
Parameter Data Type	String

For more information on defining parameters for reports, see [Setting Up Reports](#).

## Generate Accounting Entries for Reconciliation Overages and Shortages

1. Select **Billing and Payment > Reconcile Cashier Session** in the Navigator.
2. Click the cashier session row for which you want to generate an accounting entry.
3. Complete the reconciliation for the cashier session if you haven't already. You can generate accounting entries only for completed reconciliations that result in an overage or a shortage.
4. Click **Generate Event** to generate an accounting entry for the overage or shortage.

**Note:** To successfully create accounting entries for cashier reconciliation overages and shortages, you must first create accounting rules for them. For more information on setting up accounting rules, see [Setting Up Accounting Rules](#).

## Printing Deposit Slips

Agencies that collect payments use deposit slips to deposit the money collected in the form of cash and checks into the agency's bank account.

You print deposit slips using the Print Deposit Slip page.

### Prerequisites

Before you generate deposit slips for your agency, you must define the P\_DEPOSIT\_SLIP\_NUMBER parameter for the Deposit Slip (DepositSlip001) report. For more information on defining report parameters, see [Setting Up Reports](#).



## Generating Deposit Slips

1. Select **Billing and Payment > Deposit Slip**.
2. On the Print Deposit Slip page, enter values for the following fields:

Page Element	Description
<b>Agency ID</b>	Select the agency for which you want to print a deposit slip.
<b>From Receipt Date and To Receipt Date</b>	Select the date range of receipts that you want to include in the deposit slip.
<b>Payment Method</b>	Select the payment methods that you wanted to include in the deposit slip. Options are <b>Cash</b> , <b>Cashier Check</b> , and <b>Personal Check</b> .
<b>Cash Drawer ID</b>	Select a value to print a deposit slip for the receipts of a specific cash drawer. If you leave this field blank, the deposit slip will include all cash drawers for the specified date range.
<b>Session ID</b>	Select a value to print a deposit slip for the receipts of a cashier session. If you leave this field blank, the deposit slip will include all cashier sessions for the specified date range.
<b>Cashier ID</b>	Select a value to print a deposit slip for the receipts of a specific cashier. If you leave this field blank, the deposit slip will include all cashiers for the specified date range.

**Note:** The values available in the Cash Drawer ID, Session ID, and Cashier ID drop-down fields represent the cash drawer payment history rows within the entered date range that have not yet been printed. Therefore, the values available in the drop-down fields change based on the entered date range. If a selected drop-down value becomes invalid because you change the date range, the field with the invalid value becomes blank. If the selected drop-down value remains valid after changing the date range, the drop-down value is unchanged.

3. Click **Print**. The generated deposit slip file opens in a separate browser tab.

**Note:** If your browser has a pop-up blocker, make sure it allows pop-up windows from the URL associated with Oracle Public Sector Compliance and Regulation.

## Viewing Payment History

Agency staff can view payment history on the Payment History page.

This example shows the Payment History page.

Payment History

Payment Method	Payment Reference ID	Receipt Date	Amount Paid	Currency	First Name	Last Name	Record Id	Record Type
Debit card	DRCO_20190819T0738498232204557	2019-08-19	777.99	USD	Peter	Skate	ZPER-FEN-2019-00013	TPROJULY >
Credit card	PAY-0000255-20170720	2017-07-20	461.128	USD			AUTORECORD	>
Cash	CASH_20190808T001018192Z482155	2019-08-08	67	USD	oats	auto	ZPER-FEN-2019-00038	PSCPERMIT2 >
Trust account	TRD1_20190817T0011548512519038	2019-08-16	600.5	USD	Peter	Skate	ZPER-FEN-2019-00566	AUTOPROP >
Trust account	TRD1_20190817T0011548512519038	2019-08-16	777.99	USD	Peter	Skate	ZPER-FEN-2019-00437	AUTOPROP >
Trust account	TRD1_20190819T063140227Z881120	2019-08-19	158.13	USD	Peter	Skate	ZPER-FEN-2019-00020	PTPSCS13 >
Credit card	PAY-0000255-20170720	2017-07-20	461.128	USD			AUTORECORD	>
Debit card	DRCO_20190816T2253168152443633	2019-08-16	782.98	USD	Peter	Skate	ZPER-FEN-2019-00650	PERMIT0808 >

Page 1 of 7 (1-8 of 52 items) | 1 2 3 4 5 ... 7 > | Show Default

## Reviewing Payment History

1. Select **Billing and Payment > Payment History** in the navigator.

**Note:** Registered public users can also access this page from the Registered Public Landing Page by selecting *View Payment History* from the **I Want To** field. Public users can view only the payments that they submitted.

The Payment History page displays all of the payments received by the agency. You can search for and sort payments by:

- o Payment method
- o Payment reference ID
- o Payment date
- o Payment amount
- o Payment currency
- o Payer first name
- o Payer last name
- o Record ID
- o Record type

2. Select a payment to view additional details on the Payment History Details page.

This example shows the Payment History Details page.

Payment History Details Cancel

Agency 1

Payment Method Cash

Payment Reference ID CASH\_20191204T0717472262161687

Receipt Date 2019-12-04

Amount Paid 12

Currency USD

First Name Peter

Last Name Skate

Payment History Lines

Line	Item Description	Item Amount	Item Currency
1	Application Fee	12	USD

Cash Drawer Lines

Line	Receipt Number	Amount Paid	Currency
1	1245	12	USD

Refund History

Refund Request Date	Refund Amount	Refund Currency	Refund Status	Refund Processed Date
2019-12-04	12	USD	Refunded	2019-12-11T22:05:52.592+00:00

The Payment History Lines grid displays the transaction lines associated with the payment. You can select a payment history line to view additional details on the Payment History Line Details modal page.

The Cash Drawer Lines grid displays the cash drawer transaction lines associated with the payment. You can select a cash drawer line to view additional details on the Cash Drawer Line Details modal page.

**Note:** The Cash Drawer Lines grid does not appear for electronic payments.

The Refund History grid displays any refunds associated with the payment. You can select a refund to view additional details on the Refund Detail modal page. For more information on refunds, see [Viewing and Processing Refunds](#).

## Viewing Invoice History

Agency staff can view invoice history on the Invoice History page.

This example shows the Invoice History Details page.

Invoice History

Invoice	Invoice Date	Person Name	Invoice Amount	Invoice Currency
EZE-190830-00001	8/30/19	Alden Richards	148.80	USD
EZE-190830-00002	8/30/19	Carl Jones	148.80	USD
EZE-190830-00003	8/30/19	Alden Richards	148.80	USD
EZE-190830-00004	8/30/19	Alden Richards	148.80	USD
EZE-190830-00005	8/30/19	Alden Richards	148.80	USD
EZE-190830-00006	8/30/19	Carl Jones	148.80	USD
EZE-190830-00007	8/30/19	Alden Richards	148.80	USD
EZE-190830-00008	8/30/19	Alden Richards	148.80	USD

Page 1 of 12 (1-8 of 91 items) | Search | Show Default

## Reviewing Invoice History

1. Select **Billing and Payment > Invoice History** in the navigator.

**Note:** Registered public users can also access this page from the Registered Public Landing Page by selecting *View Invoice History* from the **I Want To** field. Public users can view only their own invoices.

The Invoices History page displays all of the invoices issued by the agency. You can search for and sort invoices by:

- Invoice ID
- Invoice date
- Person name
- Invoice amount
- Invoice currency

2. Select an invoice to view additional details on the Invoice History Details page.

This example shows the Invoice History Details page.

Cancel **Print Invoice**

Invoice: EZE-190830-00001  
 Invoice Amount: 148.80  
 Invoice Currency: USD  
 Invoice Date: 2019-08-30  
 Person Name: Alden Richards  
 Address: 12pine grove 12 SAN FRANCISCO  
 California US  
 Description: EZE-190830-00015

Invoice Lines

Description	Line Amount	Invoice Currency
Electrical Fees	148.80	USD

The Invoice Lines grid displays the transaction lines associated with the invoice. You can select a invoice line to view additional details on the Invoice Line Detail modal page.

Click **Print Invoice** to generate a printable PDF file for the invoice in a separate browser tab.

**Note:** If your browser has a pop-up blocker, make sure it allows pop-up windows from the URL associated with Oracle Public Sector Compliance and Regulation.

## Viewing and Processing Refunds

Agency staff can view refund history, process refunds, and print refunds from the Refund History page.

Agency staff initiate refund requests from the Fees and Payments page for transactions. For more information on initiating refund requests, see *Working with Fees and Payments*.

To distribute requested refunds to customers, agency staff must review and process them on the Refund History page.

This example shows the Refund History page.

Refund History

Refund ID	Refund Type	Refund Method	Refund Request Date	Refund Amount	Refund Currency	Refund Status	Refund Reason	Refund Processed Date
RFND_20191217101050000299540	Chargeback	Credit card	12/17/19	145.00	USD	Refunded	Cancel	2019-12-171101:1232:060+00:00
RFND_2019121710807440000265030	Refund	Offline	12/17/19	111.00	USD	Refunded	Cancel	2019-04-15700:00:00+00:00
RFND_2019121712242480000295571	Refund	Offline	12/17/19	111.00	USD	Refunded	Paid in error	2019-12-18723:34:07:520+00:00
RFND_2019121710641370000224132	Refund	Offline	12/17/19	123.00	USD	Refunded	Duplicate payment	2019-12-18723:32:45:697+00:00
RFND_2019121710936310000201719	Chargeback	Credit card	12/17/19	12.00	USD	Failed	Cancel	2019-12-17709:38:01:582+00:00
RFND_2019121710936310000260439	Refund	Offline	12/17/19	100.00	USD	Pending	Duplicate payment	
RFND_2019121710828520000280097	Refund	Offline	12/17/19	300.00	USD	Refunded	Excess paid	2019-12-17700:00:00+00:00
RFND_2019121710732210000233043	Refund	Offline	12/17/19	111.00	USD	Refunded	Duplicate payment	2019-12-17707:34:05:522+00:00

Page 1 of 16 (1-8 of 128 items) | 1 2 3 4 5 16 | Show Default

## Reviewing Refund History

1. Select **Billing and Payment > Refund History** in the navigator.

The Refund History page displays all of the requested or processed by the agency. You can search for and sort refunds by:

- o Refund ID
- o Refund Type

- Refund Method
- Refund Request Date
- Refund Amount
- Refund Currency
- Refund Status
- Refund Reason
- Refund Processed Date

2. Select a refund to view additional details on the Refund Detail page.

This example shows the Refund Detail page.

Refund Detail
Cancel Process Refund

Refund ID: RFND\_20191217T093631000260439

Refund Type: Refund

\* Refund Method: Offline

Refund Request Date: 2019-12-17

Refund Amount: 100.00

Refund Currency: USD

Refund Status: Pending

\* Refund Reason: Duplicate payment

Payment Method: Trust account

Payment Reference ID: TRSA\_20191217T0826376482478731

Refund Processed Date

Refund Transaction ID

Refund Lines

Item Name	Item Description	Item Refund Amount	Item Refund Currency
300100185078326	APPLICATION	100	USD

The Refund Lines grid displays the items included as part of the refund. You can select a refund to view additional details on the Refund Detail modal page.

## Processing Refunds

1. Select **Billing and Payment > Refund History** in the navigator.
2. Select a refund with a **Refund Status** of *Pending*.
3. On the Refund Detail page, select a **Refund Method**.

Select *Offline* if you are issuing a manual check for the refund, or issuing an electronic refund through a system that is not connected to Oracle Public Sector Compliance and Regulation. This is the only option available for payments that were made by check or cash.

Select *Credit Card* to credit the refund back to the credit card that was used to make the payment.

Refunds to credit cards are processed through Oracle Fusion Payments. For detailed information on setting up the integration with Oracle Fusion Payments, see *Public Sector Compliance and Regulation: Financial Integrations*.

**Note:** Cashiers processing refunds charged back to credit cards must have the Accounts Receivable Manager Segregated Role (ORA\_AR\_ACCOUNTS\_RECEIVABLE\_MANAGER\_SOD\_JOB) assigned to them. For more information on assigning roles to agency staff, see *Setting Up Agency Staff*.

4. Click **Process Refund**.

You are returned to the Refund History page. The process changes the **Refund Status** of the refund to *Refunded* and enters the date and time that the refund was processed in the **Refund Processed Date** column. In addition, the process creates an accounting entry for the refund.

If you configure a template for the delivered Refund Notice communication event, processing the refund triggers the generation of a communication to the refund recipient. For more information on communication event templates, see *Setting Up Communication Events*.

**Note:** If an error occurs before or after a refund is process, the system changes its status to *Failed*. To prevent duplicate refunds from being processed agency staff cannot process a failed refund. You must set the refund status back to *Pending* through a patch request before attempting to process the refund again.

## Printing Refunds

1. Select **Billing and Payment > Refund History** in the navigator.
2. Select a refund with a **Refund Status** of *Refunded*.
3. On the Refund Detail page, click **Print Refund** generate a printable PDF file for the refund in a separate browser tab.

# 8 Working with Accounting

## Viewing Accounting Transactions

You can view accounting transactions on the Accounting Transactions page.

This page displays the fee items for agency transactions that require accounting journals. Each fee item row displays the transaction ID of the transaction from which it originated and the name of the source table that contains the detail for that transaction. These accounting transactions are processed by the Generate Accounting process.

### Viewing Accounting Transactions

1. Select **Accounting > Accounting Transactions**, or click **Accounting Transactions** on the Agency Springboard.
2. Select an accounting transaction on the Accounting Transactions page to view additional information about the transaction.

Each accounting transaction has one of the following statuses:

- *Created*: The Generate Accounting process couldn't create a journal for the accounting transaction because there is no applicable accounting rule.
- *Generated*: The Generate Accounting process created a journal for the accounting transaction.

For accounting transactions with a status of *Generated*, the **Journal** grid displays information about the journal entry associated with it including the Journal ID, Accounting Event, and Journal Status. For more information on journal entries, see [Reviewing Journal Entries](#).

The **Accounting Transaction Errors** grid displays any error messages associated with the accounting transaction. These errors must be corrected before a journal can be created for the transaction.

## Generating Journal Entries

You generate journal entries from the accounting transactions that are created in Oracle Public Sector Compliance and Regulation.

You run the process that generates journal entries on the Generate Accounting page, which you can access by selecting **Accounting > Generate Accounting**.

The Generate Accounting process includes only accounting transactions with a status of *Created*. The status of processed transactions is changed to *Generated*. The process groups accounting transactions into journals based on the combination of ledger, accounting date, accounting event, and accounting rule.

### Entering Generate Accounting Process Parameters

1. Access the Parameters tab on the Generate Accounting page.
2. Select the **Accounting Event** for which you are generating journal entries.

3. Use the **Accounting Date From** and **Accounting Date To** fields to specify the range of accounting dates for which you are generating journal entries.

## Scheduling the Process

1. Access the Schedule tab.
2. To immediately add the process to the queue, select the **As soon as possible** option.
3. To create a schedule for the process, select the **Using a schedule** option, and enter values using the following fields:

Page Element	Description
<b>Frequency</b>	<p>Select how frequently you want to run the process. Values are:</p> <ul style="list-style-type: none"> <li>○ <i>Once</i>: Select to run the process one time only.</li> <li>○ <i>Hourly or minute</i>: Select to run the process at regular time intervals.</li> <li>○ <i>Daily</i>: Select to run the process at regular intervals in days.</li> <li>○ <i>Weekly</i>: Select to run the process at regular intervals in weeks.</li> <li>○ <i>Monthly</i>: Select to run the process on specific days of the month.</li> <li>○ <i>Yearly</i>: Select to run the process during specific months.</li> </ul>
<b>Start Date</b>	Enter the date on which you want to begin your scheduled processing.
<b>End Date</b>	Enter the date on which you want to end your scheduling processing.
<b>Hours and Minutes</b>	<p>Enter the time interval between scheduled processes. For example, if you enter 2 in the <b>Hours</b> field and 30 in the <b>Minutes</b> field, the process will run every 2 hours and 30 minutes beginning on the specified start date.</p> <p><b>Note:</b> These fields are available only if you select a process frequency of <i>Hourly or minute</i>.</p>
<b>Days</b>	<p>Enter the number of days between scheduled processes. For example, if you enter 3, the process will run every 3 days beginning on the specified start date.</p> <p><b>Note:</b> This field is available only if you select a process frequency of <i>Daily</i>.</p>
<b>Weeks</b>	Enter the number of weeks between scheduled processes. For example, if you enter 6, the process will run every 6 weeks beginning on the specified start date.



Page Element	Description
	<p><b>Note:</b> This field is available only if you select a process frequency of <i>Weekly</i>.</p>
<b>By day</b>	<p>Select this option to run the process on specific days of the month irrespective of the date. For example, if you select the <b>Second</b> and <b>Wednesday</b> options, the process will run on the second Wednesday of every month.</p> <p>You can select more than one week of the month and day of the week option. For example, you could schedule the process to run on the first and third Monday of every month.</p> <p><b>Note:</b> This option and its associated fields are available only if you select a process frequency of <i>Monthly</i> or <i>Yearly</i>.</p>
<b>By date</b>	<p>Select this option to run the process on specific dates of the month. You can select more than one date.</p> <p><b>Note:</b> This option and its associated fields are available only if you select a process frequency of <i>Monthly</i> or <i>Yearly</i>.</p>
<b>Month</b>	<p>Select the months in which you want your process to run.</p> <p><b>Note:</b> This option and its associated fields are available only if you select a process frequency of <i>Yearly</i>.</p>

## Setting Up Process Notifications

You can set up the process to send notifications to you and others when it runs.

1. Turn on the **Notify Me When This Process Ends** switch to send yourself a notification when the process finishes.
2. Access Notification tab.
3. Click **Add**.
4. On the Create Notification page, enter the email address of the person you want to receive notifications.

By default, the recipient will receive a notification when the process ends with the following conditions:

- On success
- On error
- On warning

You can remove any of these process notification conditions.

5. Click **OK** to save the notification recipient.
6. (Optional) To delete a notification recipient, select the recipient in the Notification tab and click **Delete**.

## Submitting the Process

Once you've entered your process parameters, scheduling information, and notification recipients, you're ready to submit the process. Enter any additional information in the **Submission Notes** field and click **Submit**. Click **Process Monitor** to check the status of your process.

## Reviewing Journal Entries

You view and edit journal entries on the Journal page.

Journals contain debit and credit accounting entries created by the Generate Accounting process for the accounting transactions that it processes. You can export journals that do not contain errors to an Enterprise Resource Planning (ERP) system.

## Viewing Journal Entries

Select **Accounting > Journal**, or click **Journal** on the Agency Springboard.

The grid on the Journal page displays all of your journal entries and their current status by the accounting date. Valid journal entry statuses are:

- *Created*: Indicates that the journal has been created but not validated.
- *Error*: Indicates that the journal has one or more validation errors.
- *Valid*: Indicates that the journal has been validated and is ready to be exported.
- *Sent*: Indicates that the journal has been exported to a file that can be used to update an ERP system.

## Reviewing Accounting Lines

1. Select **Accounting > Journal**, or click **Journal** on the Agency Springboard.
2. Select a journal entry on the Journal page.
3. In the Lines tab of the Journal Details page, select an accounting line.
4. On the details page, you can update the following accounting fields:
  - **Account**
  - **Division**
  - **Department**
  - **Fund**

- **Function**
  - **Program**
5. Click **Save**.
  6. On the Journal Details page, click **Validate** to ensure that the accounting lines are still valid after the changes you made.

## Viewing Journal Entry Errors

1. Select **Accounting > Journal**, or click **Journal** on the Agency Springboard.
2. Select a journal entry on the Journal page.
3. Access the Header Errors tab to view any header errors for the accounting line.
4. Access the Line Errors tab to view any line errors for the accounting line.

You can correct these errors on the Lines tab. Once you correct and validate a line error, it no longer appears on the Line Errors tab.

## Exporting Journal Entries

You can create a file containing accounting transactions that can be imported into an Enterprise Resource Planning (ERP) system.

**Note:** If you use Oracle Financials Cloud as your ERP system, we recommend using the Financials Cloud Subledger Accounting feature to enable ERP accounting integration instead of using the Export Journals to ERP process.

You run the process that exports journal entries on the Export Journals to ERP page, which you can access by selecting **Accounting > Export Journals**.

## Entering Export Journals to ERP Process Parameters

Access the Parameters tab on the Export Journals to ERP page and enter values using the following fields:

Page Element	Description
<b>Mapping Name</b>	Select the Data Format Exchange mapping that you want to use to generate the file. For more information on the Data Format Exchange utility, see <a href="#">Setting Up Data Format Exchange Maps</a> .
<b>All Open Periods</b>	Select to include journals for all open accounting periods.
<b>Specify Dates</b>	Select to include journals for a specific accounting date range.
<b>Accounting Date From</b> and <b>Accounting Date To</b>	Specify the range of accounting dates for which you are exporting journal entries.
<b>Select Ledgers</b>	Select the ledgers for which you want to export journal entries.

## Scheduling the Process

1. Access the Schedule tab.
2. To immediately add the process to the queue, select the **As soon as possible** option.
3. To create a schedule for the process, select the **Using a schedule** option, and enter values using the following fields:

Page Element	Description
<b>Frequency</b>	<p>Select how frequently you want to run the process. Values are:</p> <ul style="list-style-type: none"> <li>○ <i>Once</i>: Select to run the process one time only.</li> <li>○ <i>Hourly or minute</i>: Select to run the process at regular time intervals.</li> <li>○ <i>Daily</i>: Select to run the process at regular intervals in days.</li> <li>○ <i>Weekly</i>: Select to run the process at regular intervals in weeks.</li> <li>○ <i>Monthly</i>: Select to run the process on specific days of the month.</li> <li>○ <i>Yearly</i>: Select to run the process during specific months.</li> </ul>
<b>Start Date</b>	Enter the date on which you want to begin your scheduled processing.
<b>End Date</b>	Enter the date on which you want to end your scheduling processing.
<b>Hours and Minutes</b>	<p>Enter the time interval between scheduled processes. For example, if you enter 2 in the <b>Hours</b> field and 30 in the <b>Minutes</b> field, the process will run every 2 hours and 30 minutes beginning on the specified start date.</p> <p><b>Note:</b> These fields are available only if you select a process frequency of <i>Hourly or minute</i>.</p>
<b>Days</b>	<p>Enter the number of days between scheduled processes. For example, if you enter 3, the process will run every 3 days beginning on the specified start date.</p> <p><b>Note:</b> This field is available only if you select a process frequency of <i>Daily</i>.</p>
<b>Weeks</b>	<p>Enter the number of weeks between scheduled processes. For example, if you enter 6, the process will run every 6 weeks beginning on the specified start date.</p> <p><b>Note:</b> This field is available only if you select a process frequency of <i>Weekly</i>.</p>

Page Element	Description
<p><b>By day</b></p>	<p>Select this option to run the process on specific days of the month irrespective of the date. For example, if you select the <b>Second</b> and <b>Wednesday</b> options, the process will run on the second Wednesday of every month.</p> <p>You can select more than one week of the month and day of the week option. For example, you could schedule the process to run on the first and third Monday of every month.</p> <p><b>Note:</b> This option and its associated fields are available only if you select a process frequency of <i>Monthly</i> or <i>Yearly</i>.</p>
<p><b>By date</b></p>	<p>Select this option to run the process on specific dates of the month. You can select more than one date.</p> <p><b>Note:</b> This option and its associated fields are available only if you select a process frequency of <i>Monthly</i> or <i>Yearly</i>.</p>
<p><b>Month</b></p>	<p>Select the months in which you want your process to run.</p> <p><b>Note:</b> This option and its associated fields are available only if you select a process frequency of <i>Yearly</i>.</p>

## Setting Up Process Notifications

You can set up the process to send notifications to you and others when it runs.

1. Turn on the **Notify Me When This Process Ends** switch to send yourself a notification when the process finishes.
2. Access Notification tab.
3. Click **Add**.
4. On the Create Notification page, enter the email address of the person you want to receive notifications.

By default, the recipient will receive a notification when the process ends with the following conditions:

- o On success
- o On error

- On warning

You can remove any of these process notification conditions.

5. Click **OK** to save the notification recipient.
6. (Optional) To delete a notification recipient, select the recipient in the Notification tab and click **Delete**.

## Submitting the Process

Once you've entered your process parameters, scheduling information, and notification recipients, you're ready to submit the process. Enter any additional information in the **Submission Notes** field and click **Submit**. Click **Process Monitor** to check the status of your process.

## Processing the Journal Entry Output

Use the `publicSectorMappingAttachments` REST API to process the output file generated by the Export Journals to ERP. For more information on this REST API, see [REST API for Oracle Public Sector Cloud](#).


# 9 Working with Processes


## Using the Process Monitor





The Process Monitor enables users to initiate and manage processes for Oracle Public Sector Compliance and Regulation.

This example shows the Process Monitor page.

Process Monitor

Schedule New Process 

Last 12 hours 

Name	Process ID	Status	Submitted By	Submission Time	Scheduled Time	Actions
Export Journals to ERP	14336	Running	SYSTEM_ADMIN	5/8/19 3:08 PM PDT	5/8/19 3:08 PM PDT	 
Generate Accounting	14306	Succeeded	SYSTEM_ADMIN	5/8/19 3:01 PM PDT	5/8/19 3:01 PM PDT	 

## Scheduling a New Process

1. Select **Common > Process Monitor**.
2. On the Process Monitor page, click **Schedule New Process**.
3. On the Schedule New Process page, select the process you want to run in the **Name** field. A description of the selected process appears in the **Description** field.
4. Click **Yes** to access the page associated with the process you selected. For example, if you select the *Generate Accounting* process, clicking the **Yes** button accesses the Generate Accounting page.
5. Enter parameters for the process and click **Submit**.
  - Note:** Processes can be run immediately or scheduled to run at a specific time.
6. Click the **Process Monitor** link to view the progress of the process on the Process Monitor page.
7. Click **Refresh** to view the current status of all processes listed in the Process Monitor.

## Managing Processes

Select **Common > Process Monitor**.

The Process Monitor page displays the following information for each process:

- **Name**
- **Process ID**
- **Status**
- **Submitted By**
- **Submission Time**
- **Scheduled Time**

**Note:** The **Submission Time** and **Scheduled Time** columns use the time zone specified in the user's preferences, not the time zone for the agency.

Click **Filter By** to filter the displayed process information by *Name*, *Process*, and *Submission Time*.

You can manage processes using the following page elements:

Page Element	Description
<b>Actions</b>	Click the icon in this column to select one of the following actions: <ul style="list-style-type: none"><li>• <i>Put on Hold</i></li><li>• <i>Release Process</i></li><li>• <i>Cancel Process</i></li></ul>
<b>View More Details</b>	Click to view additional information about the process on the Process Details page.



# 10 Using Accessibility Features

## Overview of Accessibility

This topic provides an overview of the approach towards accessibility in the Public Sector Compliance and Regulation offerings.

The Public Sector Compliance and Regulation services are developed with the latest industry standards for accessibility in mind, which is in keeping with the overall development approach within Oracle.

Oracle recognizes the need for our applications, and our customers' and partners' products built with our tools, to be usable by the disabled community. The Oracle Accessibility Program Office, reporting to the office of the Chief Corporate Architect, is responsible for defining the corporate standards for accessibility, and developing materials to train all employees so that they can successfully create products that meet those standards.

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at <http://www.oracle.com/us/corporate/accessibility/index.html>.

Oracle uses the Voluntary Product Accessibility Template (VPAT) to represent the degree of conformance to various accessibility standards and guidelines, including Section 508 (as released in 2001), WCAG 1.0, and WCAG 2.0. Depending on when a product was developed and released, different standards may be listed. Oracle is an active member on the ITI group that is working to enhance the VPAT to address future standards.

For more information about Oracle's published VPAT documents, see the Product Status (VPATs) page at <http://www.oracle.com/us/corporate/accessibility/vpats/index.html>.

## Using General Keyboard Shortcuts

This topic lists and describes the supported general keyboard shortcuts.

Keyboard Shortcut	Description
Tab	<p>This is the primary key used by all keyboard users to move from each control that can accept focus.</p> <ul style="list-style-type: none"><li>• Use Tab to select any actionable or field just like you can use the mouse to select any field on the page.</li><li>• For folder tabs, the Tab key will take you to a tab, and then you have to use other keys to select and navigate within that tab.</li><li>• For radio buttons the Tab key will take you to the first radio button in a radio button set, and then you have to use other keys to select items within the radio button set.</li><li>• For drop-down lists, the Tab key will take you to the list field, and then you have to use other keys to move through values and select values.</li></ul>
Shift+Tab	<p>This keyboard combination works the same as Tab, except it works in the opposite direction. For example, it enables you to switch focus to the previous control or field, rather than the next control or field.</p>

Keyboard Shortcut	Description
Spacebar	Use for: <ul style="list-style-type: none"> <li>• Selecting a tab</li> <li>• Activating a button</li> <li>• Selecting a check box</li> <li>• Selecting a radio button that is not selected</li> </ul>
Enter	Use to: <ul style="list-style-type: none"> <li>• Press a button.</li> <li>• Click a link.</li> <li>• Select an item from a drop-down list.</li> </ul>
Down Arrow	Use for: <ul style="list-style-type: none"> <li>• Moving through values in a drop-down list</li> <li>• Selecting different values in a set of radio buttons</li> <li>• Moving between different folder tabs</li> </ul>
Up Arrow	Works the same as the Down Arrow, except it enables you to move in the opposite direction (previous instead of next).
Left Arrow	Works similar to the Up Arrow.
Right Arrow	Works similar to the Down Arrow.
Home	When in the context of tabs, sets focus to the first tab.
Ctrl+Home	Takes you to the very top of a page.

## Using the Keyboard with Data Collections

This topic describes examples of how to use keyboard shortcuts to navigate within the various collections, such as tables and lists, and select actionable items.

### Tables

This section describes how to navigate within tables appearing on a page. The example below uses the Country table for illustration.

### Country

Country Code	ISO Alpha 2 Code	ISO Numeric 3 Code	Country Name
COG	CG	178	Congo >
COK	CK	184	Cook Islands >
COL	CO	170	Colombia >
COM	KM	174	Comoros >
CRI	CR	188	Costa Rica >
CUB	CU	192	Cuba >
CUW	CW	531	Curacao >
CXR	CX	162	Christmas Island >
CYM	KY	136	Cayman Islands >
CYP	CY	196	Cyprus >
DEU	DE	276	Germany >

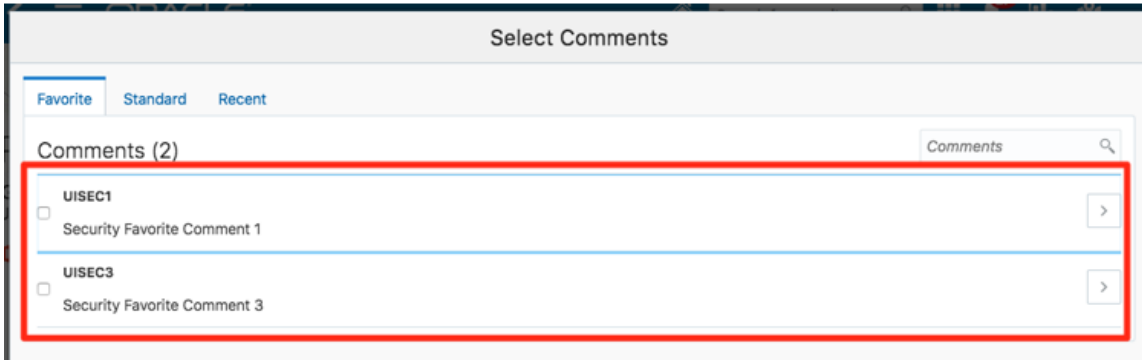
Page 1 of 22 (1-11 of 240 items) | < 1 2 3 4 5 ... 22 >

Target	Key	Description
Cell	Tab	<p>The first Tab into the table moves focus to the first column header.</p> <p>The second Tab moves focus to the next focusable element outside of the table.</p> <p>If focus is on a row and the row has been placed in actionable mode using the F2 key, then Tab moves focus to the next focusable element within the row.</p> <p>If focus is already on the last focusable element, then focus will wrap to the first focusable element in the row.</p>
	Shift+Tab	<p>The first Shift+Tab into the table moves focus to the first column header.</p> <p>The second Shift+Tab moves focus to the previous focusable element outside of the table.</p> <p>If focus is on a row and the row is actionable, then Shift+Tab moves focus to the previous focusable element within the row.</p> <p>If focus is already on the first focusable element, then focus will wrap to the last focusable element in the row.</p>
	Down Arrow	Move focus to the next row.
	Shift+Down Arrow	Select and move focus to the next row.

Target	Key	Description
	Up Arrow	Move focus to the previous row. If at the first row, then move to the column header.
	Shift+Up Arrow	Select and move focus to the previous row.
	Home	Move focus to first row.
	End	Move focus to last row.
	Space	If chevron icon is used, drill down to the detail.
	Enter	Toggle the current row to actionable mode if there exists a tabbable element in the row.  Once toggled to actionable mode, focus will be moved to be first tabbable element in the row.
	F2	Toggle the current row to actionable mode if there exists a tabbable element in the row.
Column Header	Tab	Navigate to next focusable element on page (outside table).
	Shift+Tab	Navigate to previous focusable element on page (outside table).
	Down Arrow	Move focus to the first row.
	Left Arrow	Move focus to previous column header.
	Right Arrow	Move focus to next column header.
	Home	Move focus to first column header.
	End	Move focus to last column header.
	Space	Select column.

## List View

This section describes how to navigate within tables appearing on a page. The example below uses the Country table for illustration.



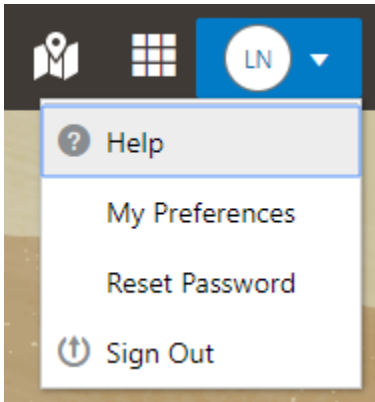
Target	Key	Description
List Item	F2	Enters Actionable mode. This enables keyboard action on elements inside the item, including navigation between focusable elements inside the item.
	Esc	Exits Actionable mode.
	Tab	When in Actionable Mode, navigates to next focusable element within the item. If the last focusable element is reached, shift focus back to the first focusable element. When not in Actionable Mode, navigates to next focusable element on page (outside ListView).
	Shift+Tab	When in Actionable Mode, navigates to previous focusable element within the item. If the first focusable element is reached, shift focus back to the last focusable element. When not in Actionable Mode, navigates to previous focusable element on page (outside ListView).
	Down Arrow	Move focus to the item below.
	Up Arrow	Move focus to the item above.
	Left Arrow	When display in card layout, move focus to the item on the left.
	Right Arrow	When display in card layout, move focus to the item on the right.
	Shift+F10	Launch the context menu if there is one associated with the current item.
	Enter	Selects the current item, unless the item is already selected.

# Using the Keyboard to Work with Page Controls

This topic describes examples of how to use the keyboard to work with various controls in the interface and select actionable items. Controls are UI constructs such as buttons, accordions, page tabs, and so on.

## Buttons

This section describes how to use the keyboard to control buttons in the global header or on pages.



Key	Description
Enter, Space, or Down Arrow	Open the menu.
Esc	Close the menu.

## Calendar

This section describes the hot keys you can use when working with the calendar control and date picker to select date field values.

Auto Number Rule | Electrical Permit 🔍

\* Valid from Date  📅

Valid to Date 📅

Public User Enabled

\* Department

Workflow Space Name

Workflow Application ID

< July 2018 >

M	T	W	T	F	S	S
2	3	4	5	6	7	8
<b>9</b>	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

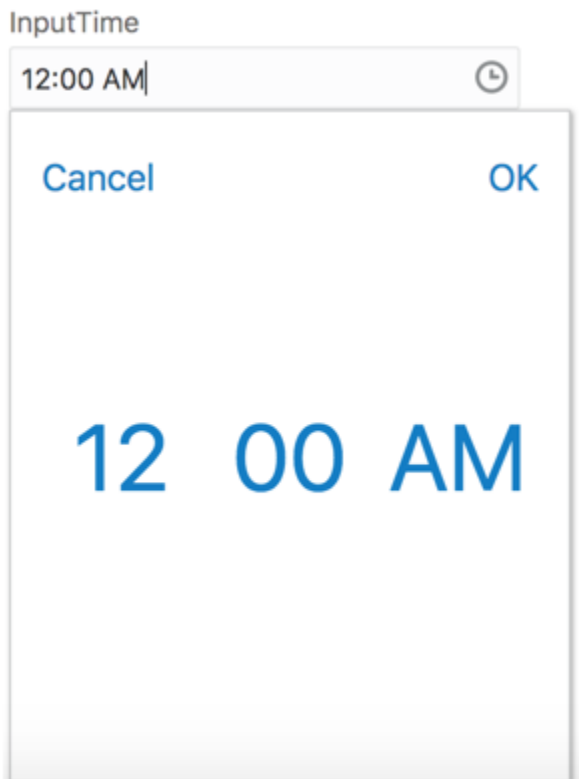
Today

Target	Key	Description
Input Element	Down Arrow or Up Arrow	Shows the calendar grid and moves the focus into the expanded grid
	Esc	Close the grid.
	Tab In	Set focus to the input. If hints, title or messages exist in a note window, displays the note window.
Picker	Enter	Select the currently focused day
	Up Arrow	Move up in the grid.
	Down Arrow	Move down in the grid.
	Right Arrow	Move right in the grid.
	Left Arrow	Move left in the grid.

Target	Key	Description
	Esc	Close the grid.
	Home	Move focus to first day of the month.
	End	Move focus to last day of the month.
	Page Up	Switch to previous month.
	Page Down	Switch to next month.
	Alt+Page Up	Switch to previous year.
	Alt+Page Down	Switch to next year.
	Ctrl+Alt+T	Places focus on the Today button if it exists.

## Time

This section describes the hot keys you can use when working with the time picker control to select time field values.





Key	Description
Down Arrow or Up Arrow	Shows the time picker and moves the focus into the expanded time picker
Tab In	Set focus to the input. If hints, title, or messages exist in a note window, displays the note window.

## Accordion

This section describes the hot keys you can use when working with the accordion control to expose and access items. An accordion is a set of expandable sections where only one section can be expanded at a time. When a new section gets expanded, the previous section automatically closes.

### Elements

- ▶ Predefined Elements
- ▲ User-Defined Elements

Group box

Text field

Number field

Date time field

Switch

Text area

Radio button set

Check box set

Drop-down list

Multi-Select list

The following table lists the keyboard options for working with the collapsible headers.

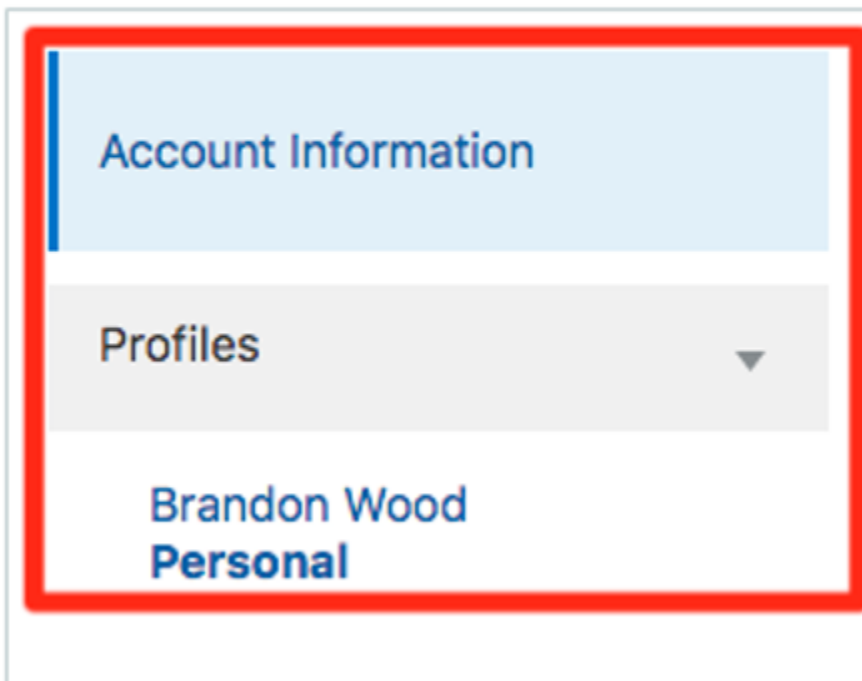
Key	Description
Space or Enter	Toggle disclosure state.
Tab	Navigate to next collapsible header and if none then the next element on page.
Shift+Tab	Navigate to previous collapsible header and if none then the previous element on page.
Up Arrow or Left Arrow (Right Arrow in right-to-left languages)	Move focus to the previous collapsible header with wrap around.

Key	Description
Down Arrow or Right Arrow (Right Arrow in right-to-left languages)	Move focus to the next collapsible header with wrap around.
Home	Move focus to the first collapsible header.
End	Move focus to the last collapsible header.

## Navigation Lists

This section describes how to use the keyboard to work with navigation lists to access items used take you to different locations or display additional content.

# Manage Account



The following table lists the keyboard options used for accessing list items.

Key	Description
Enter or Space	Selects list item.
Up Arrow	Moves focus to the previous visible list item.

Key	Description
Down Arrow	Moves focus to the next visible list item
Right Arrow (Left Arrow in right-to-left languages)	For horizontal navigation list, focus will be moved to next visible item.
Left Arrow (Left Arrow in right-to-left languages)	For horizontal navigation list, focus will be moved to previous visible item.
Home	Moves focus to the first visible list item.
End	Moves focus to the last visible list item.
F2	If focus is on a list item, pressing F2 will make its contents accessible using Tab.
Esc	When F2 mode is enabled, press Esc to exit F2 mode.
Shift+Tab	Move focus to hierarchical menu button. Only applicable for sliding navigation list and when hierarchical menu button is enabled.

## Tab Bars

This section describes how to use the keyboard to work with tab bars.



Key	Description
Enter or Space	Selects list item.
Up Arrow	Moves focus to the previous visible list item.
Down Arrow	Moves focus to the next visible list item
Right Arrow (Left Arrow in right-to-left languages)	For horizontal tab bar, focus will be moved to next visible item.
Left Arrow (Left Arrow in right-to-left languages)	For horizontal tab bar, focus will be moved to previous visible item.
Home	Moves focus to the first visible list item.
End	Moves focus to the last visible list item.

Key	Description
F2	If focus is on a list item, pressing F2 will make its contents accessible using Tab.
Esc	When F2 mode is enabled, press Esc to exit F2 mode.
Ctrl+X	Marks the current item to move if the reorderable feature is enabled.
Ctrl+V	Paste the item that are marked to directly before the current item
Delete	Delete the current item.