

City of Maple Valley

Electronic Submittal Process

- 1) The Customer emails their two-page application ONLY to permits@maplevalleywa.gov. Do not include any other documents at this point.
- 2) Staff enters the information provided into the City's permit system. The permit number assigned by the system is entered on the application and submittal fees are noted on the application. The application is then emailed back to the customer. The email will also include a document containing instructions on formatting requirements for the submittal.
- 3) If the customer wishes to proceed with their submittal, an invoice is prepared that includes a 30-cent transaction fee and approximately 3% credit card surcharge.
- 4) The invoice is emailed to the customer, containing a link for payment via credit/debit card. The customer will receive a receipt directly from our credit card vendor for the entire amount of payment made at that time.
- 5) Once the City has been notified of the successful credit card payment, a receipt for only the portion of fees paid that are City fees (not credit card transaction or surcharge amounts) will be processed in our permitting system. (See Step 7.)
- 6) A session will be established on BOX, and a link emailed to the customer inviting the customer to join the session.
- 7) A copy of the permit system receipt (from Step 5) will be placed in BOX for the customer to download.
- 8) The customer will then upload the required documents for their submittal to Box, emailing both email addresses listed in Step 1.
- 9) The City downloads the documents from BOX for the City's review to commence.
- 10) Should there be review comments, they will be communicated to the customer via email, with the markups made available for download via BOX.
- 11) Response to comments from the customer will be uploaded to BOX, with emails sent to both email addresses listed in Step 1 advising the documents are ready.
- 12) Once all necessary City approvals are in place, the customer will be notified via email that their permit is ready to be issued and the amount of remaining fees that are due to the City, if any.
- 13) Payment of all remaining fees must be received by the City prior to the permit being issued. At this time credit card payments via our cloud-based application are the only acceptable method of payment. The customer will receive a receipt directly from our credit card vendor for the entire amount of payment made at that time. Other payment arrangements may be made at the discretion of City Staff, based on the accessibility to City Hall.
- 14) Once the City has been notified of the successful credit card payment, a receipt for only the portion of fees paid that are City fees (not credit card transaction or surcharge amounts) will be processed in our permitting system. A copy of the permit system receipt (from Step 5) will be placed in BOX for the customer to download.
- 15) The permit will be printed in pdf format, electronically signed by the City, and uploaded to BOX for the customer to download. All approved site copy documents will be downloaded to BOX as well.
- 16) The customer will print out both pages (the permit and the inspection record) of the permit and maintain on site along with full-size printed site copies that must be available to City Inspectors upon request.