



Construction Permit Self-Service USER GUIDE

PERMIT SUMMARY PAGE

Displays a list of all permits associated with the **contractor** (summary may include permits for multiple project addresses). Select **“View”** on the right side of the screen to view any of the listed permits.

PERMIT INFO

In permit view, select **“permit Info”** on the left side of the screen. All permit details are displayed in subtabs.

GENERAL INFO

- Permit status
- Property/owner info

DESCRIPTION OF WORK

- Conditions of approval

BUILDING CODE INFO

- Assigned contractor by code

FEES

PLAN REVIEW

- Plan review status
- Reviewer assignment
- Comments

INSPECTIONS

- Inspection requests
- Inspection status
- Comments

INSPECTION REQUESTS

Start on the **“Permit Summary”** page and select **“View”** on the right side of the screen for the selected permit. On the left, select the **“Permit Info”** tab, then select **“Edit”** at the bottom left of the page. (If you select “Permit Summary”, you will have to reselect the permit). Navigate to **“Inspections”** on the blue bar, then select **“Request”** located to the right of the desired inspection. Enter the requested date and time (subject to change) and select **“Save”** at the bottom of the page.

ADDING ATTACHMENTS

From the **“Permit Info”** page, select **“Attachments”** (next to Permit Issue Date) near the top of the screen. Select **“Add”**.

PERMIT SEARCH

From the **“Permit Info”** page, enter the Application ID, Permit Number, Map/Parcel/Block Number, Property Location (address), or Owner Name. Select **“Search”**.

APPLYING FOR A PERMIT

Step 1: From the “**Apply for a Permit**” tab on the left, enter or search the location (address), Owner Name, and Parcel ID then **select** the Permit Type, Work Type, and Use Type from the drop-down boxes. **Write** a brief description of the proposed work ex. “electrical upgrade for an existing pool.”

Step 2: Complete the application. A **fillable pdf** may be available for certain permit types and will appear to the right of the page. The fillable pdf **must** be saved to your computer and then uploaded to “**Attachments**” located on the bottom left of the page. The fillable pdf will not submit with the application unless it is saved and uploaded. For all other applications (available on Town website) they must be scanned (if completed by hand) or uploaded (if digitally filled) by selecting “Attachments”. The completed application must be in “Attachments” to be processed.

Step 3 (Optional): Estimated fees may be calculated by selecting the “+” to the left of the permit type. From the drop-down list enter the “**Quantity**” of each permitted element, the “**Estimated Total**” column will autofill.

Step 4: Select “**Submit**” at bottom left of screen.

MAKE PAYMENTS

From the “**Make Payments**” tab on the left, enter the “**Customer ID**” and “**PIN**”. **Contractor** Customer ID and PIN can be found on the top right of a previous invoice (Account ID) or by calling the permitting desk at **(910) 201-8046** or **(910) 201-8048**. **Please note**, some contractors may have multiple Customer ID’s and PINs for each **trade/license type**. Only invoices assigned to the specific Customer ID will appear.

CHECK PERMIT STATUS AND REVIEW COMMENTS

From the “**Permit Summary**” tab, select “**View**” on the chosen permit. When on the “**General Info**” tab of the blue bar the overall permit status can be seen to the right.

On the “**Plan Review**” tab of the blue bar, the status of each plan review (CAMA, Building, Zoning, Stormwater, etc.) and all review comments may be viewed.

CPSS BUILDING CODES

New Single-Family Residential - NEWSFR	Demolition - DEMO	Residential Addition/ Alteration/Repair - RES ALT
Development - LAND USE	Fence - FENCE	Fire Protection & Change of Use - FIRE
Driveway - DRIVE	Mechanical - MECH	Temporary Signage - TEMPSIGN
New Commercial/Multifamily - NEWCOM	Electrical - ELECTRIC	
Accessory Structure - ACCSTRUC	Plumbing - PLUMBING	
Permanent Signage - SIGN		