



SHELBY COUNTY DPD DEVELOP 901 CITIZEN PORTAL TRAINING INSTRUCTIONS



Accela Citizens Access (ACA) Instruction Modules

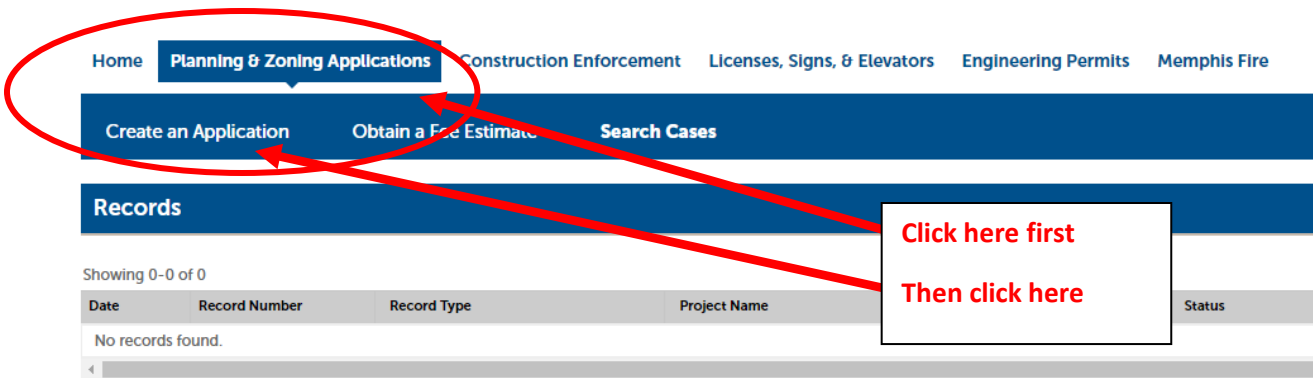
Module : Applying for a Planning & Zoning Applications – Variance

Step 1 – Navigate to application. Once you have created your account in ACA and log in you can now apply for permits, submit applications, and make payments.

These instructions pertain to actions for Planning Application. From the homepage <https://aca-prod.accela.com/shelbyco> there are a couple of ways to navigate for applying for licenses. One way is to scroll down the page and click on “Create an Application” in the blue box under the heading Construction Enforcement. This will take you directly to the application start.

The screenshot shows the Accela Citizens Access (ACA) homepage. At the top, there is a navigation bar with the following items: Home, Planning & Zoning Applications, Construction Enforcement, Licenses, Signs, & Elevators, Engineering Permits, and Memphis Fire. Below this is a secondary navigation bar with Dashboard, My Records, My Account, and Advanced Search. The main content area is titled "Welcome DPD Accela Training" and "You are now logged in." Below this, it asks "What would you like to do today?" and "To get started, select one of the services listed below:". There are six blue boxes representing different services: General Information (Lookup Property Information), Planning & Zoning Applications (Create an Application, Obtain a Fee Estimate, Search Cases), Construction Enforcement (Create an Application, Search Applications, Schedule an Inspection), Licenses, Signs, & Elevators (Apply for a License, Sign, Elevator, Search & Renew Licenses, Schedule an Inspection), Engineering Permits (Create an Application, Schedule an Inspection), and Memphis Fire (Create an Application, Search Applications, Schedule an Inspection). A red circle highlights the "Create an Application" link in the Planning & Zoning Applications box, and a red arrow points from a callout box to this link. The callout box contains the text "Click here to go directly to application start".

Another way to access creating an application is to click on the heading “**Planning & Zoning Applications**” at the top of this section. This will take you to a general page where you will need to click on “**Create an Application**”.



Step 2 – Start the application process. Read the disclaimer, check the box, and click “Continue Application”

Online Planning Application Submittal

Welcome to the Online Planning Application System. Using this system you can submit your application, pay fees, and track the status of your application all from the convenience of your home or office, 24 hours a day.

Please “Allow Pop-ups from This Site” before proceeding. You must accept the General Disclaimer below before beginning your application.

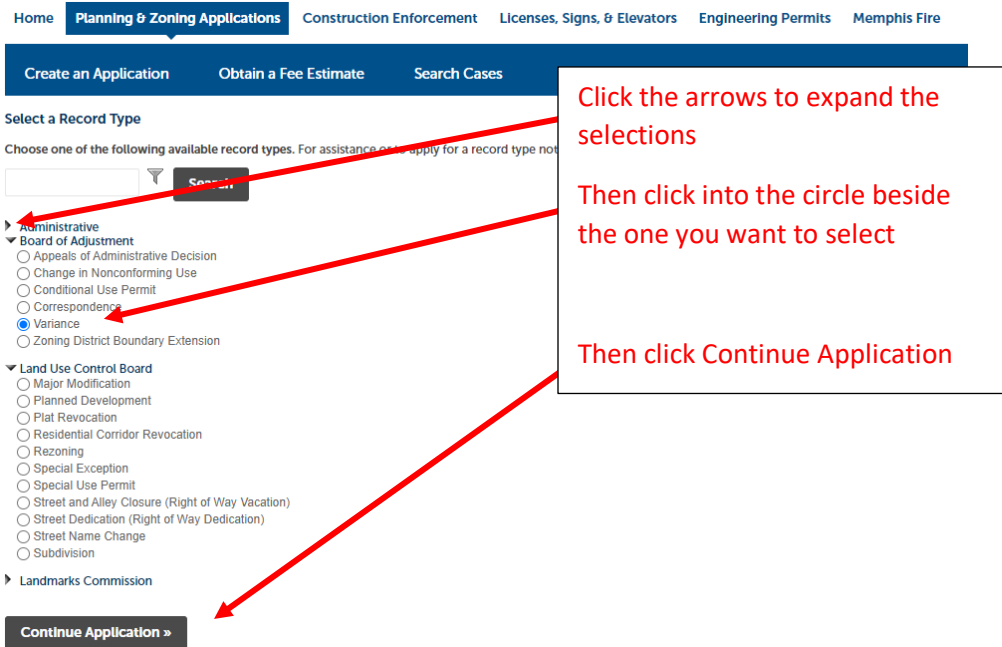
General Disclaimer
 While the Agency attempts to keep its Web information accurate and timely, the Agency neither warrants nor makes representations as to the functionality or condition of this Web site, its suitability for use, freedom from interruptions or from computer virus, or non-infringement of proprietary rights. Web materials have been compiled from a variety of sources and are subject to change without notice from the Agency as a result of updates and corrections.

Click here to continue

I have read and accepted the above terms.

Continue Application »

Step 3 – Select Application Type. Now you will need to select the type of license to apply for. There will be 3 categories listed with an arrow that expands to list the subcategories. Expand all the arrows to see what can be selected. You can only apply for 1 type of license at a time. Click “Continue Application.”

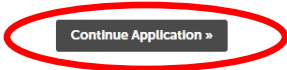


Variance

1 Getting Started	2 Location and Contacts	3 Application Information	4 Support Documentation	5 Review	6	7
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Step 1: Getting Started > Instructions

Click [here](#) for the "Variance Application Resource" which provides information related to this application such as: process, application assistance, required document descriptions, etc.



* Indicates a required field.

Step 4 – Fill out the location information. The most important thing to provide here is the address, the Parcel number and owner information for the location. The best and easiest way to get an accurate address and to automatically fill in the Parcel and owner information is to simply enter the street number and click **Search** at the bottom.

A screenshot of a web form titled "Address". The form has a blue header with the word "Address" in white. Below the header, there is a blue bar with the text "Please enter street number, select Search, and pick your address from the list. Select the parcel to add it to the record." The form contains several input fields: "* Street No.:" with the value "125" entered; "Direction:" with a dropdown menu showing "--Select-"; "* Street Name:" with an empty text box; "Street Type:" with a dropdown menu showing "--Select-"; "Unit No.:" with an empty text box; "Unit Type:" with a dropdown menu showing "--Select-"; "City:" with an empty text box; "State:" with an empty text box; and "* Zip:" with an empty text box. At the bottom of the form, there are two buttons: "Search" and "Clear". The "Search" button is circled in red. A red arrow points from the "Search" button to the "Street No.:" field. A red box on the right side of the form contains the text "Enter street number and then Click Search".

A pop up will open to a window for you to scroll through to find the correct address. Click the circle next the address and the system will locate the parcel and the owner information. Click Select at the bottom of the Pop-Up window.

Address Search Result List

- 125 E POWELL RD House COLLIERVILLE COLLIERVILLE 38017
- 125 E SHELBY DR House MEMPHIS MEMPHIS 38109
- 125 E SOUTH ROWLETT ST MCGW HSE Record COLLIERVILLE 38017
- 125 E SOUTH ROWLETT ST Unknown COLLIERVILLE COLLIERVILLE 38017
- 125 E VALLEYWOOD DR House COLLIERVILLE COLLIERVILLE 38017

< Prev 1 2 3 4 5 6 7 8 9 10 ... Next >

Associated Parcels

Showing 1-1 of 1

Parcel Number	Lot	Block	Subdivision
<input checked="" type="radio"/> 076089 00003	0323		SMITH-TURLEY REV

Associated Owners

Showing 1-1 of 1

Name	Address
<input checked="" type="radio"/> IBRE ASSET MANAGEMENT LLC	526 CALLE MONTECITO OCEANSIDE, CA OCEANSIDE CA 92057

Select Cancel

Select the address by clicking into the

Click Select if this is the correct location

The system will take you back to the main application page. Click **Continue Application**.

Step 5 – Adding contacts to the application. This application requires an **Application** and a **Billing Contact**. The Applicant is the primary contact person for this record and the Billing Contact is the person to whom bills should be directed for the annual renewals. They can be the same person. You can either select contacts already set up for the account as part of Account Management (covered in another tutorial) or **Add New**. For these instructions we will Add New.

Step 2: Location and Contacts > Contact Information

In this page, fill in information for all contacts related to this application. Make sure the contact information is complete and current.

Applicant - Add the information of the person/organization requesting approval.

Architect/Engineer/Surveyor - Add the information of any licensed professional in

Representative - Add the information of the individual acting as an authorized agent

Property Owner of Record - If there are multiple property owners, use this option to

**Click Select from Account
Or Add New**

* indicates a required field.

1

Applicant

1

Select from Account Add New

Showing 0 of 0

Full Name	Business Name	Contact Type	Work Phone	Fax	E-mail	Action
No records found.						

Continue Application » Save and resume later

Step 6 – Fill in the project information. This includes sections for Project Details and Preapplication meeting information. Fill in all fields with an asterisk next to it.

Project Information

* Project Name:

* Project Description:

spell check

Project Details

PREAPPLICATION MEETING

* Name of DPD Planner:

Date of Meeting:

MM/DD/YYYY



GENERAL INFORMATION

* List the Unified Development Code (UDC) clause(s) for the variation(s) requested:

spell check

* Provide the justification for the requested variation(s):

spell check

* Is this application in response to a citation, stop work order, or zoning letter:

Yes No

If yes, please provide a copy of the citation, stop work order, and/or zoning letter along with any other relevant information:

spell check

Step 7 – Fill in the Finding of Facts. This includes sections for Variance criteria for Board of Adjustment. Fill in all fields with an asterisk next to it.

Variance Criteria

FINDINGS OF FACT

For a variance request provide response to the following criteria as in accordance with Section 9.22.6 of the Unified Development Code (UDC), the Board of Adjustment must make specific written findings of fact on each variance request. In granting any variance, the Board of Adjustment shall make the following findings:

*A(1) Unusual characteristics of the property. The property is unusual in that it exhibits at least one of the following exceptional physical features as compared to other properties located in the same zoning district: exceptional topographic conditions, exceptional narrowness, exceptional shallowness, exceptional shape or any other extraordinary and exceptional situation or condition:

spell check

*A(2) Practical difficulties or undue hardship. By reason of the unusual characteristics found to apply in Paragraph 1, the strict application of any regulation found in this Code would result in peculiar and exceptional practical difficulties to or exceptional or undue hardship upon the owner of such property:

spell check

*A(3) The unusual characteristic found to apply in Paragraph 1 is not the result from and deliberate action by the owner:

spell check

*A(4) That a variance from the strict application of this Code may be granted without substantial detriment to the public good and without substantially impairing the intent and purpose of an adopted plan and this Code:

spell check

*A(5) The requested variance will be in harmony with the purpose and intent of this development code and will not be injurious to the neighborhood or to the general welfare:

spell check

*A(6) The variance is not granted simply because by granting the variance, the property could be utilized more profitably or that the applicant would save money:

spell check

*B(1) In addition to the findings established for other variances in Sub-Section A, the Board of Adjustment shall also find that none of the uses permitted on the property are practical due to either the unusual characteristic found to apply, in Sub-Section A, Paragraph 1, or to any physical improvements made upon the property:

spell check

Enter N/A if not requesting a use variance.

Step 8 – Uploading supporting documents. If there are relevant documents that need to be attached to this application you have 2 options. 1) if you have already uploaded documents in your Account Management section then you can click **Select from Account** or 2) you can upload directly from here by clicking **Add**.

* indicates a required field.

Attachment

[Click here](#) for the "Variance Application Resource" which provides information related to this application such as: process, application assistance, required document descriptions, etc.

Required Document List:
Letter of Intent
Site Plan
Survey
Vicinity Map
Mailing Labels of Names and Addresses
Deed(s)
Owner Affidavit

Additional documents may be required prior to approval including, but not limited to:
Elevations
Landscape Plan

The maximum file size allowed is 1000 MB.
ade;adp;bat;chm;cmd;com;cpl;exe;hta;htm;html;ins;isp;jar;js;json;lnk;mde;mht;mhtml;msc;map;msg;png;pdf;scr;scx;shb;sys;vb;vbs;vxd;wsc;wsf;wsh;zip are disallowed file types to upload.
This application type requires you to submit the following types of documents: Subject to the collected information, you may be required to submit additional documents prior to approval.
Letter of Intent, Site Plan - PLN, Vicinity Map, Owner Affidavit, Deeds, Survey or Letter of Exemption, Mailing Labels of Names and Addresses (Formatted as Avery Template 5160)

Name	Type	Size	Description	Document Status	Status Date	Upload Date	Action
No records found.							

Select from Account **Add**

Continue Application > **Save and resume later**

File Upload

The maximum file size allowed is 1000 MB.
ade;adp;bat;chm;cmd;com;cpl;exe;hta;htm;html;ins;isp;jar;js;json;lnk;mde;r are disallowed file types to upload.

Continue **Add** **Remove All**

Click **Add** to open your file navigation and navigate to the file you want to upload. Click **Continue**.

You will need to add a description, select the type, and then Click **Save**. You can add additional documents if needed.

*Type: Statement of Special Inspections **Select Type**

File: Accela Citizen Access (ACA) Tutorial - Building Permits and Planning Applications.pdf 100%

*Description: Test file **Insert required description here**

Step 9 – Review Application. You have an opportunity to review all the information entered for this application and have the opportunity to make changes to any section by clicking the **Edit** button on the far right of the section. When you are finished reviewing click **Continue Application**.

Step 10 – Pay Fees. Review the fees and click the **Check Out** button at the bottom.

Step 6: Pay Fees

Listed below are preliminary fees based upon the information you've entered. Some fees are based on the quantity of work items installed or repaired. Enter quantities where applicable. The following screen will display your total fees.

Application Fees

Fees	Qty.	Amount
Single Family Detached Variance	<input type="text" value="1"/>	\$150.00
Single Family Attached Variance	<input type="text" value="1"/>	\$250.00
Multi-Family & Mobile Home Parks Variance Base Fee	<input type="text" value="1"/>	\$600.00
Multi-Family & Mobile Home Parks Variance (for each unit in park)	<input type="text" value="1"/>	\$5.00
Office Commercial Industrial or Institutional Variance	<input type="text" value="1"/>	\$1,000.00
Intergovernmental Fee - Variance	<input type="text" value="1"/>	\$300.00
Sign Variance - Off Premises	<input type="text" value="1"/>	\$1,500.00
Sign Variance - On Premises	<input type="text" value="1"/>	\$300.00
Credit Card Use Fee (.026 x fee)	1	\$106.73

TOTAL FEES: \$4,211.73

Note: This does not include additional transaction fees which may be assessed later.

[Recalculate](#)

[Check Out »](#)

You will be taken to the Cart. If there are more than one application in your cart you will need to select which or all that you want to pay for at this time. Click **Check Out** again and the payment information form will open. Enter all necessary credit card information and Click **Submit Payment**.

Once you have successfully paid the fees you are taken to the receipt page where you can view and print.

Receipt

- Your application(s) has been successfully submitted.
- Please print your record(s) and retain a copy for your records.
- Transaction fees in the amount of 2.6% of the payment are charged by our payment processor, Elavon, in a separate transaction.

By completing this payment, you accept the Elavon payment processor terms and conditions. Please see the link below for more information.
<https://elavonconverge.blob.core.windows.net/con/ElavonServiceFeePrivacyPolicy.pdf>

[Print/View Receipt](#)

125 E SHELBY DR, MEMPHIS 38109

ELEV-APP-000078 [View Receipt](#) [Copy Record](#)

[Print/View Receipt](#)

Step 11 – Check Status of Application. You can now go to the main page under “Planning & Zoning Applications” and see the application listed below.

Home **Planning & Zoning Applications** Construction Enforcement Licenses, Signs, & Elevators Engineering Permits Memphis Fire

Create an Application Obtain a Fee Estimate **Search Cases**

Records

Showing 1-1 of 1 | [Download results](#) | [Add to collection](#) | [Add to cart](#) | [Copy Record](#)

<input type="checkbox"/>	Date	Record Number	Record Type	Project Name	Address	Status
<input type="checkbox"/>	04/22/2022	22TMP-021017	Variance	TEST	125 N FRONT ST, MEMPHIS 38103	

Search for Records
 Enter information below to search for records

- Site Address
- Contractor Information
- Parcel Number
- Record Information

Select the search type from the drop-down list.

General Search

Click here to get details and status of application