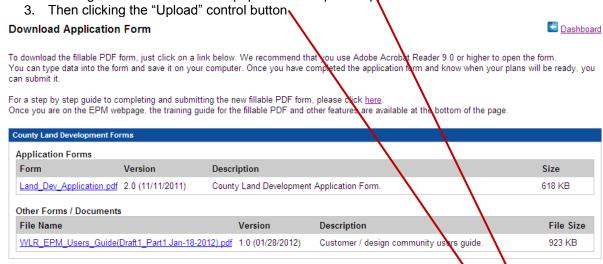## Frequently Asked Questions (FAQ):

For Customers:

Q1. What is EPM?
The Electronic Plan Management (EPM) System is a web-based work flow tool that allows architects, engineers, and designers the ability to oversee the plan review and permitting of their projects.

Q2. How do I submit an EPM application?
The EPM application is uploaded first by:
1. Saving the 'Application Form' on your computer,
2. Clicking the "Browse" button to populate the "Upload Application Form" field
3. Then clicking the "Upload" control button.

Download Application Form   Dashboard

To download the fillable PDF form, just click on a link below. We recommend that you use Adobe Acrobat Reader 9.0 or higher to open the form. You can type data into the form and save it on your computer. Once you have completed the application form and know when your plans will be ready, you can submit it.

For a step by step guide to completing and submitting the new fillable PDF form, please click here.
Once you are on the EPM webpage, the training guide for the fillable PDF and other features are available at the bottom of the page.

County Land Development Forms

Application Forms

Form	Version	Description	Size
Land_Dev_Application.pdf	2.0 (11/11/2011)	County Land Development Application Form.	618 KB

Other Forms / Documents

File Name	Version	Description	File Size
WLR_EPM_Users_Guide(Draft1_Part1 Jan-18-2012).pdf	1.0 (01/28/2012)	Customer / design community users guide.	923 KB

Upload Application Form

Application Form: * [   ]   Browse...

                                        Back   Upload

Q3. How do I submit EPM drawings, calculations and supporting documentation?
Once you have successfully uploaded the application form, you are then ready to upload "Other Forms / Documents".

Q4. What file formats are acceptable for the EPM system?
All plans / drawings (including "as-built" drawings) must be submitted in a portable data format (*.pdf). *Note:*
- ✓ *Plans and drawings that are submitted in a pdf/A format will __not__ be accepted.*
- ✓ *Calculation files can be submitted as HEC project files (*.prj).*
- ✓ *Once the "as-built" drawings have been approved; the AutoCAD files can be submitted in its native *.dwg format.*

Q5. Why doesn't the EPM application form work with my internet browser?

The EPM application is certified to work with Internet Explorer version 7 or higher. Uploading EPM documents does **not** work well with Chrome, Firefox or Safari.

Q6. What is the EPM "intake" process?

Q7. What are EPM Feedback files?

Q8. Why can't I open the *.pdf in EPM?

Check the settings in your default pdf reader.
For <u>Adobe Readers</u>, select:
- ✓ **Edit -> Preferences -> Internet.**
- ✓ **Then ensure that the "Display PDF in browser" checkbox is enabled**.

Q9. How does EPM handle required owner or financially responsible party (FRP) signatures?

For executed documents, it is ok for the owner to sign a document, scan it then send it to Mecklenburg County Land Development offices via EPM – such as with the Erosion Control Financial Responsibility form.

Q10. What are the rules for linking projects? *Not Complete. Need to coordinate with Code Enforcement.*

Q11. Can I pay my County Land Development fees online?

No. The infrastructure to make online payments is currently not available.

Q12. Can I submit my project to County Land Development and County Code Enforcement simultaneously?

Yes; however, County Land Development projects are parent projects for subsequent "child" projects at the same address parcel.

Q13. Are we required to conform to a naming convention for the uploaded EPM files?

No. EPM will soon incorporate a feature that will allow you to "tag" the file type – such as concept / sketch plans, construction drawings, storm water calculations etc.

Q14. If I so choose, can I submit paper files?

No. If the Mecklenburg County Land Development Department is involved in the approval process of the plans you are submitting; then your project will be processed as an EPM online submission. However, you should contact the applicable jurisdiction for their submission requirements for projects in which Mecklenburg County Land Development Department is **not** involved in the approval process of your plans.
Please note that electronic interaction is more efficient and less costly and more environmentally friendly.

Q15. What is meant on the EPM application form by "*Have you checked to ensure that your site plans are properly formatted? Yes/No*"? *Not Complete. We need to provide our customers guidance* .

Q16. When a project has been approved and the permits issued where is the project archived and for what period of time?

Q17. When can a project be resubmitted?
Plans can be resubmitted only **after** all review agencies have provided their plan review comments.

For Staff:

Q1. How will I know that I have a project to review?
EPM will send you an email notifying you of a project that needs to be reviewed.

Q2. What is Bluebeam?

Q3. What is bfx?
Bluebeam File Exchange (bfx) is a protocol that enables Bluebeam Revu to open PDF files from a remote location, such as a website, allows for adding markups, then posts the markups back into the remote location.

Q4. Why didn't Bluebeam does not save my comments?
Make certain that you have entered http://epm.mecklenburgcountync.gov and not
httpS://epm.mecklenburgcountync.gov

Q5. I need to approve a project but do not see "Agency Review" option in the Review Menu. Why not?

Q6. How will predefined comments be tracked and reported? *Not Complete. Need to determine how we report top 20 frequent deficiencies and other data that will lead to an engineer grading system.*

Q7. How do we track "unresolved issues" for which the submitter has 60 days to resubmit?

Q8. Can field staff access approved plans via EPM?
EPM is currently being tested from the iPads in the field. Access via these devices requires proper web authentications.

Q9. Can staff place project and address holds in EPM?
No. Staff must place and release holds using the Towns and Agency Dashboard. See
http://tadash.mecklenburgcountync.gov/Login.aspx. Note: You will need proper authentications to log to the Towns and Agency Dashboard

Q10. What is the difference between cancelling a project, abandoning a project and withdrawing a project in EPM?
Use **"Cancel project"** status when the customer has made errors in submission and has to resubmit the project.
Use **"Withdraw project"** when the customer requests that the project be withdrawn.
Use **"Abandon project"** when there is no activity on the project for a period of **90 days** and a human decision is made to abandon the project.

Q11. Can I place and remove holds in EPM?

No. Address, permitting and occupancy holds **cannot** be placed in EPM. Use the Town and Agency Dashboard to place holds. See: http://tadash.mecklenburgcountync.gov/Login.aspx.
Note: This site uses the same login authentication as Posse.

EPM GLOSSARY

A:

B:

C:

D:
EPM Dashboard: View all actions performed on a project along with details of who performed it and when was it performed.

E:
EPM –

F:

G:
Graphical View: View the status of the project in a graphical format.

H:

I:

J:

K:

L:

M:

N:

O:

P:
PDF / A:

Plan Review Management: Upload electronic drawings through the EPM dashboard and track the plan review progress of the project.

Project History: Submit applications online, view real time status of applications online, search for projects, reports and account administration.

Q:

R:

S:

T:

U:

V:

W:

X:

Y:

Z: