



**PALM BEACH COUNTY
PLANNING, ZONING AND BUILDING DEPARTMENT
POLICY AND PROCEDURE**

Brenda Conner, Director of Administration

PPM # PZ-F-005
Issued: 01/01/88
Effective: 03/01/12
Revised: 02/29/12

SUBJECT: REFUND POLICY

PURPOSE: To establish the **Planning, Zoning & Building Department (PZ&B)** guidelines for validating & authorizing refunds.

POLICY: Refund requests will be processed by the **Accounting** section of the department (**PZB**) in accordance with established guidelines & procedures.

GUIDELINES:

I. General—See Exhibits 1 thru 6

- A. A staff/clerical error will result in a full refund for the amount in error.
- B. Maps, publications & printed matter fees are non-refundable.
- C. If a refund is not requested within the specified time limit, eligibility shall be deemed to be waived.
- D. Refunds may be made to someone other than the fee payer if a notarized letter authorizing the payment is provided. The letter authorizing the payment must state the name & address of the person to whom the payment is to be made.
- E. Refunds require the approval of the Department Official or designee, for the Division which the payment was credited, except where noted.

II. Administration fees—See Exhibit 1

- A. All **Administration** fees, i.e. addressing, fine/lien & permit searches, records requests, reports, printed matter, etc. are non-refundable.

III. Building fees—See Exhibit 2

- A. **PZB** retains the greater of 50% of the permit fee or \$125.00:
 - 1. Cancelled applications prior to permit issuance, up to a maximum of 1½ years from the original application date
 - 2. Cancelled permits with non-commencement of building activity up to a maximum of 6 months from the original permit issuance date
- B. **PZB** retains \$75.00 of any voluntary payment exceeding double the initial Application fee calculated by the **Building Division**:
 - 1. Applications prior to permit issuance, up to a maximum of 1½ years from the original application date

2. Issued permits up to a maximum of 6 months from the original permit issuance date
 3. Partial refunds due to change in land use or structure resulting in an overpayment of permit fees
- C. No refund will be given:
1. Permits with commencement of building activity
 2. Revisions
 3. Miscellaneous Building fees, i.e. labor, printed matter, copies, publications, etc.
 4. Decals
 5. Pre-Paid permits
 6. Refunds of \$10.00 or less
 7. Any & all other fees not previously discussed
- D. Funds paid in excess of the permit fees due on building permits & applications shall be refunded administratively after expiration of permit fee refund eligibility. The waived refund monies shall remain in the **Building Permit** revenue account #1400 600 6107 2200.
- E. The portion of the excess payment retained by **PZB** is transferred from the **Building Permits** revenue account #1400 600 6107 2200 to the **Building Miscellaneous** revenue account #1400 600 6107 4122.
- F. The portion of the permit fee retained by **PZB** remains in the **Building Permit** revenue account #1400 600 6107 2200.

IV. Radon Fees—See Exhibit 2

- A. Refund requests, with the exception of staff error, are referred to the **Florida State Departments of Community Affairs & Business Regulations**.

V. Fire Fees—See Exhibit 2

- A. **PZB** retains the greater of 50% of the **Fire** fees or \$100.00:
1. Cancelled applications prior to permit issuance, up to a maximum of 6 months from the original application date
 2. Cancelled permits with non-commencement of building activity up to a maximum of 6 months from the original permit issuance date
 3. Partial refunds due to change in land use or structure resulting in an overpayment of permit fees
- B. No refund will be given:
1. Permits with commencement of building activity
 2. Revisions
 3. **Fire** fees less than \$100.00
- C. The portion of the **Fire** fee retained by **PZB** remains in **Fire Review, Revision, MSTU & Re-inspection** revenue account #1300 440 4241 4222.
- D. Funds paid in excess of the **Fire** fees due on building permits & applications shall be refunded administratively after expiration of permit fee refund eligibility. The waived refund monies shall remain in the **Fire Review, Revision, MSTU & Re-inspection** revenue account #1300 440 4241 4222.

VI. Impact Fees—See Exhibit 2

A. **PZB** retains 6.8% of the impact fee(s) for requests submitted within one year of the event giving rise to the request, within three years of **PZB** receipt of payment & the funds have not been spent &/or encumbered:

1. Cancelled applications prior to permit issuance
2. Cancelled permits with non-commencement of building activity
3. Partial refunds due to change in land use or structure

NOTE: A portion of the Administrative Fees were previously transferred to the appropriate revenue account when the impact fees became revenue.

B. No refund will be given:

1. Payments credited to funds which have been spent &/or encumbered
2. Permits with commencement of building activity
3. After occupancy has occurred

C. The additional administrative fee for the amount of the refund being processed is allocated as 50% to each, **PZB Administrative Fee** revenue account #1400 600 6175 4195 & **General Fund Administrative Fee** revenue account #0001 420 4160 4195.

D. Non-refunded impact fees remain an asset attached to the property for which they were originally paid.

VII. Contractor Licensing fees—See Exhibit 3

A. **PZB** retains 50%:

1. Application fees requested in writing within 30 days of the initial submittal & prior to **CILB** review

B. The portion of the contractor licensing fees retained by **PZB** remains in the **Contractor Certification** revenue account #0001 600 6120 2901.

VIII. Planning fees—See Exhibit 4

A. **PZB** retains the greater of 30% of the **Planning** fees paid or \$65.00:

1. Requests after acceptance, but prior to any processing &/or review.

B. **PZB** retains the greater of 50% of the **Planning** fees paid or \$65.00:

1. Requests during or after processing

C. A time limit has not been established for requesting a refund of planning fees.

D. The fee payer must apply for a refund of planning fees.

E. The portion of the planning fees retained by **PZB** remains in the applicable **Planning** revenue account #0001 600 6207 4121 or **Planning Application Comprehensive Plan Amendment** revenue account #0001 600 6207 4123.

IX. Zoning fees—See Exhibit 5

A. **PZB** refunds the full amount:

1. Public Hearing & Full DRO withdrawn within 5 working days, after the submittal date.
 2. Administrative Review, i.e., Special Permits, Zoning Confirmation Letters, Stand Alone Concurrency, DRO Amendments for Zoning & Agency Review withdrawn within 3 working days, after the official acceptance date.
- B. **PZB** retains 50% when withdrawn 4 to 20 working days after the official acceptance date:
1. All **Zoning** applications, with the exception of Administrative Review
- C. **PZB** retains 75% for requests 21 working days after submittal:
1. Public Hearing applications, prior to the request of legal advertisement
 2. Final DRO applications prior to the 1st DRO meeting
 3. Stand Alone Concurrency applications prior to Zoning receipt of the provider forms
- D. No Refund will be given for the following:
1. All Public Hearing Applications withdrawn after the request of legal advertisement
 2. Final DRO Applications withdrawn on or after the 1st DRO meeting
 3. Stand Alone Concurrency Applications withdrawn after **Zoning** Department's receipt of the provider forms
 4. Postponements
 5. Revised Text/documents
 6. All other Zoning applications not previously listed withdrawn after issuance of certificate, letter or permit
 7. Business tax receipts
 8. Landscape plan review fees associated with permits
 9. Any & all other fees not previously discussed
- E. The fee payer must apply for a refund of **Zoning** fees.
- F. The portion of the **Zoning** fees retained by PZB remains in the **Zoning** revenue account #0001 600 6105 4120.

PROCEDURE:

I. Preparation of a New Refund Request

- Refund request of credit card payment is subject to the processes described in this ppm, receiving a check from Finance after completion of processing & will not receive a reimbursing credit to the credit card used.
 - Timeframes for the **Accounting** section to process a refund is fifteen working days.
 - Refund requests for payments made by check will be held for thirty days prior to processing.
 - Refund requests for payments made by credit card will be held ninety days prior to processing.
 - Fee adjustments must be made prior to the refund request to reflect an overpayment of the amount being refunded.
 - Refunds are performed based on the payor information; multiple payors require multiple refunds. Exceptions are made only when the receipt payor submits a notarized letter providing the corrected refund recipient information.
- A. A staff member prepares the new refund request:

- At issuance of a refund number, the refund will be in **Pending** status until **Division** approval is given.
1. Selects the **Internet Explorer** icon, & clicks on **ePZB**. See **Exhibit 6**.
 2. Enters their user name & password, & clicks **Login**, to sign on to the **ePZB** system. See **Exhibit 7**.
 3. Selects the **Accounting** button. See **Exhibit 8**.
 4. Accesses the **New Refund Request** screen through the **Refund** sub-menu. See **Exhibits 9 & 10**.
 5. Completes the refund request:
 - a. Selects the approving division from the **Division*** dropdown. See **Exhibit 10**.
 - b. Enters the tracking number(s) to be refunded:
 - i. Accesses the **Search for Refund Tracking Number(s)** screen by clicking the **Tracking No:*** dropdown. See **Exhibits 10 & 11**.
 - ii. Enters the tracking number in the **Tracking No** fields & clicks **Search**. See **Exhibit 11**.
 - iii. Clicks **Add** to add the tracking number to the **Selected Tracking Number(s) for Refund** list, repeating steps **i & ii** until all tracking numbers are gathered & clicks **Save**. See **Exhibit 11**.
 - c. Selects the **Requestor**, see **Exhibit 10**:
 - * For refunds requested due to staff error, clicks the **Staff** indicator & selects the staff member responsible from the **Staff** dropdown.
 - * For customer requested refunds, clicks the **Payor** indicator & selects the person to the refund is to be made from the **Payor** dropdown.
 - d. Enters the **Payor Phone: & Mailing Address**. See **Exhibit 10**.
 - e. Selects one of the preset reasons for refund from the **Standard Reason:**** dropdown &/or enters a reason in the **Reason For Refund:**** box. See **Exhibit 10**.
 - f. Clicks **Save** & receives a pop-up including the refund number assigned. See **Exhibits 10 & 12**.
 6. If necessary, makes changes or attaches documents:
 - a. Accesses the **Open Refund Request** screen through the **Refund** sub-menu. See **Exhibits 9 & 13**.
 - Search results for the Open Refund Request screen will provide only items in Pending status; status will be updated to Division upon division approval.
 - b. Selects the search criteria; see **Exhibit 13**:
 - No search criteria chosen, result will contain all refunds requested.
 - Enters the refund number in the **Refund No** fields, results will contain only the specific refund requested.
 - Selects the division from the **Division** dropdown, results will contain only refunds for the division requested.
 - Selects the requesting staff member from the **Requested Staff Member** dropdown (must be used in conjunction with the search by **Division**) results will contain only refunds requested by the chosen staff member.

- Enters the refund payee in the **Requested by Payor** field, results will contain only refund requested by the refund payee/receipt payor entered.
 - Enters a date range in the **Date From & Date To** fields, results will contain all refunds requested within the date range entered.
- c. Clicks **Search** to receive the results within the search parameters. See **Exhibit 13**.
 - d. Accesses the **Update Refund Request** screen by clicking **Update**. See **Exhibits 13 & 14**.
 - e. Makes changes to the refund, if needed.
 - f. Attaches documents to the refund, if needed:
 - i. Opens the Attachments section by clicking **+** next to **Attachments**. See **Exhibits 14 & 15**.
 - ii. Clicks **Add** to access the **Add Attachment** screen. See **Exhibit 15**.
 - iii. Clicks **Browse** to search for the documents to be attached. See **Exhibit 16**.
 - iv. Selects the document to be attached, then clicks **Open**. See **Exhibit 17**.
 - v. Clicks **Upload Files**. See **Exhibit 18**.
 - vi. Selects the mandatory **Document Category**, **Document Type**, & **Effective Date**, then if desired, the **Effective & Expiration** dates from the applicable dropdowns, then clicks **Save**. See **Exhibits 19 & 20**.
- B. The Division head or authorized staff member provides **Division** level approval/denial:
- Once **Division** approval has been given, the refund will be in **Division** status until **Preparer** approval is given.
1. Repeats **I.A.1. thru 3. & 6.a. thru c.**
 2. Accesses the **Approve Refund Request** screen by clicking **Approve**. See **Exhibits 13 & 21**.
 3. Verifies the refund information, enters pertinent information, i.e., specific administrative fees, items not to be refunded & general comments related to the refund in the applicable **Approval** or **Denial Comments** fields, then clicks either **Approve** or **Deny** for the appropriate action. See **Exhibits 21 thru 23**.
- Denied refunds are available for viewing purposes only. These items may be queried by selecting **View Refund** from the **Refunds** sub-menu or **Refund no** from the **Queries** sub-menu.

II. Processing of the Refund Request

A. An Accounting staff member processes the refund request:

- Once **Preparer** approval has been given, the refund will be in **Preparer** status until **Reviewer** approval is given.
1. Accesses the refund:
 - a. Repeats steps **I.A.1. thru 3.**
 - b. Accesses the **Process Refund** screen through the **Refund** sub-menu. See **Exhibits 9 & 24**.
 - Search results for the Process Refund Request screen will provide all items with the exception of items in Pending or Complete status.

- c. Searches for the refunds by repeating steps I.A.6.b. & c., with the addition of the **Status** search criteria. See Exhibit 24.
 - d. Clicks **Process** for the refund to be processed. See Exhibit 24.
2. Verifies the refund information entered:
- a. Clicks **Refund Request**. See Exhibit 25.
 - b. Opens a second ePZB browser by repeating steps I.A.1. & 2.
 - c. Using the second browser, verifies the tracking information to be eligible for refund:
 - i. Selects the division which the tracking number is associated, see Exhibit 9:
 - **Building**--Building tracking numbers
 - **Contractor Cert**--Contractor Licensing tracking numbers
 - **Costs Fines & Liens**—Contractor Citations & Code Enforcement cases.
 - **Misc Fees**—Items not directly linked with a specific tracking number, i.e., printed matter, research, etc.
 - **Planning/Zoning**—Planning or Zoning tracking numbers
 - ii. Queries & verifies the applicable tracking information:
 - **Building**—From the **Tracking** menu, select **View Application/Permit**, search by **Application/Permit No.** See Exhibits 26 & 27.
 - **Contractor Cert**—From the **Info** menu, select **View**. See Exhibits 28 & 29.
 - **Costs Fines & Liens**—From the **Costs Fines & Liens** menu, select **Search**, search by **Tracking Number**. See Exhibits 30 & 31.
 - **Misc Fees**—From the **Miscellaneous** menu, select **Search Tracking No.**, search by **Tracking No.** See Exhibits 32 & 33.
 - **Planning/Zoning**—From the **Process Application** menu, select **Application Finder**, search by **Application Type/No.** See Exhibits 34 & 35.
 - d. Using the second browser, verifies the payor information:
 - i. Clicks the **Accounting** tab. See Exhibit 9.
 - ii. Accesses the **Tracking Number Details – Query** by clicking **Tracking No** from the **Query** sub-menu. See Exhibit 9.
 - iii. Enters the tracking number in the **Tracking No** fields & clicks **Search**. See Exhibit 36.
 - iv. Verifies the adjustment of the fee, leaving the amount to be refunded as an overpayment. See Exhibit 36.
 - v. Clicks **Print** to print the **Tracking Number Details – Query**, then sets the detail aside. See Exhibit 36.
 - vi. Clicks the **Receipt** tab. See Exhibits 36 & 37.
 - vii. Clicks the link to the receipt being refunded. See Exhibits 37 & 38.
 - viii. Verifies the **Payment From** to be the same as the **Payable To** on the refund request. See Exhibits 25 & 38.
 - ix. Clicks **Print** to print the receipt, then sets the receipt aside. See Exhibit 38.
 - e. Verifies the reason for refund to be eligible per the **PPM**. See Exhibits 1 thru 5.

- f. Verifies the approval authority of the **Division** approver, per the **PPM**. See **Exhibit 39**.
- g. Clicks **Refund Amount**. See **Exhibits 25 & 40**.
- h. If applicable, due to un-resolvable issues in the verification process, denies the refund by entering the reason for denial in the **Approve / Deny Comments** & clicking **Deny**. See **Exhibit 40**.

3. Processes the refund:

- a. Clicks the tracking number box. See **Exhibit 40**.
- b. Clicks the applicable **PZB Account** box(es). See **Exhibit 40**.
- c. Verifies the applicable **Original AMS Acct** number listed, & if necessary, enters the correct **AMS** account number in the **AMS Acct** field provided. See **Exhibit 40**.
- d. Selects the receipt being refunded from the **Receipt No** dropdown. See **Exhibit 40**.
- e. Enters the gross amount of the refund for the **PZB Account** in the **Refund Amt** field. See **Exhibit 40**.
- f. If applicable, clicks the **PZB Account** box for the account being credited the administrative fee. See **Exhibit 40**.
- g. Verifies the applicable **Original AMS Acct** number listed, & if necessary, enters the correct **AMS** account number in the **AMS Acct** field provided. See **Exhibit 40**.
- h. Enters the administrative fee amount in the applicable **Amount** field. See **Exhibit 40**.
- i. Verifies the **Actual Refund Amount** to be correct. See **Exhibit 40**.
- j. If a notarized letter changing the refund recipient information has been provided, selects **Y** from the **Certified Letter** dropdown. See **Exhibit 40**.
- k. Clicks **Save**. See **Exhibit 40**.
- l. Using the **Description** listed in the **Payment Details** on the printed receipt, finds the applicable **CR** document identifying number & deposit amount on the **CR Submittal List**. See **Exhibits 40 & 41**.
 - Up to three **CR** documents are prepared by payment types, 1--**Cash & Checks**, 2--**Mastercard, VISA & Discover** & 3--**American Express** daily. Refunds must be processed using the applicable **CR** document.
- m. Enters the date the processing date (year first), number & deposit amount in the corresponding **CR Date**, **CR Number** & **CR Amount** fields & clicks **Add**, repeating until all **CR**'s have been entered. See **Exhibits 40 & 41**.
- n. If applicable, attaches necessary documents by repeating steps **I.A.6.f**.
- o. If applicable, enters any necessary information in the **Approve / Deny Comments** field. See **Exhibit 40**.
- p. Clicks **Approve**. See **Exhibit 40**.

B. An Accounting supervisor reviews the refund:

- Once **Reviewer** approval has been given, the refund will be in **Reviewer** status until **Final** approval is given.
- 1. Repeats steps **II.A.1. & 2**.
- 2. Verifies the accuracy of the applicable **AMS** account number(s) & amount(s) for the items being refunded. See **Exhibit 40**.
- 3. If applicable, verifies the accuracy of the **AMS** account number(s) & amount(s) of the administrative fees. See **Exhibit 40**.
- 4. Verifies the accuracy of the **Cash Receipt Details**. See **Exhibits 40 & 41**.

5. If applicable, enters any necessary information in the **Approve / Deny Comments** field. See **Exhibit 40**.
6. Clicks **Approve**. See **Exhibit 40**.

C. The Fiscal Manager or designee approves the refund:

- Once **Final** approval has been given, the refund will be in **Final** status until the Financial information is entered.
1. Repeats steps **II.A.1**.
 2. Clicks **Approve**. See **Exhibit 40**.

III. Submittal of the Refund Request

A. An Accounting staff member merges the refund letter:

1. Repeats steps **II.A.1**.
2. Clicks the **Refund Number** box for the applicable refund. See **Exhibit 24**.
3. Clicks **Merge Refund Request**. See **Exhibit 24**.
4. Clicks the **View** link in the **Merge** column. See **Exhibits 24 & 42**.
5. Prints the **Refund Letter**.
6. Provides the **Refund Letter, Tracking Number Details – Query** print out, the printed **Receipt** & any additional pages needed for approval to the Fiscal Manager or designee for authorization.

B. The Fiscal Manager or designee reviews the packet for correctness & provides a signature for approval.

C. An Accounting staff member submits the refund:

1. Attaches a copy of the refund packet to the **ePZB** refund:
 - a. Scans the refund packet, saving it to a temporary file.
 - b. Repeats steps **I.A.6.f**.
2. Submits the original refund documents to the **Finance Department** designee.

IV. Financial Update of the Refund Request

- Upon entry of the Financial update, the refund will be in **Complete** status & can only be viewed.

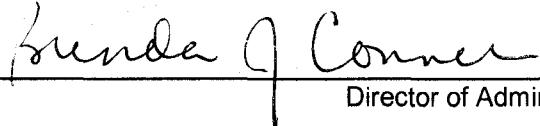
A. Periodically throughout the month, an Accounting staff member queries for refund financial information on **AMS** & enters the information on the applicable refunds:

1. Accesses all refunds which have been sent for payment & pending the financial information (**Final** status) on **ePZB**:
 - a. Repeats steps **I.A.1. thru 3**.
 - b. Accesses the **Update Financial Data** through the **Refunds** sub-menu. See **Exhibit 9**.
 - c. Deletes the information (year) from the first **Refund No** field & clicks **Search**. See **Exhibit 43**.
 - d. Clicks the **Update Data** link for the first refund to view the refund information. See **Exhibits 43 & 44**.

1. Accesses the **Accounting Journal**:

- a. Selects the **Internet Explorer** icon, & clicks on the **PBC Intranet** link. See **Exhibits 6 & 45**.
 - b. Accesses the **AMS Advantage** login screen by selecting **Advantage** from the **Online Services** sub-menu. See **Exhibit 45**.
 - c. Enters his/her user name & password, & clicks **Login**. See **Exhibit 46**.
 - d. Selects **Page Search** from the **Search** sub-menu. See **Exhibit 47**.
 - e. Enters "**JACTG**" in the **Page Code** field & clicks **Browse**. See **Exhibit 47**.
 - f. Clicks the **Accounting Journal** link. See **Exhibit 47**.
2. Searches for outstanding refunds:
- a. Enters the search criteria, see **Exhibit 48**:
 - i. **Fiscal Period**--i.e. 01-October, 02-November, 03-December, etc.
 - ii. **Fiscal Year**—Current fiscal year
 - iii. **Fund**—The fund number (first 4 digits) of the **AMS** account number which is being refunded.
 - iv. **Revenue**—The revenue source (fourth set of numbers, 4 digits) of the **AMS** account number which is being refunded.
 - v. **Department**—The department code (second set of numbers, 3 digits) of the **AMS** account number which is being refunded.
 - vi. **Unit**—The unit code (third set of numbers, 4 digits) of the **AMS** account number which is being refunded.
 - vii. **Doc Dept**—200, the department code used by Finance.
 - b. Clicks **Ok**. See **Exhibit 48**.
 - c. Clicks **Miscellaneous** to open the **Miscellaneous** section. See **Exhibit 49b**.
3. Updates the **AMS GAX** information to **ePZB Update Financial Data**:
- a. Clicks the applicable **AMS Accounting Journal GAX** document entry representing the amount shown on the opened **ePZB Update Financial Data** screen. See **Exhibits 44 & 49a**.
 - b. Verifies the **Vendor Customer Name** shown in the **Miscellaneous** section of the **AMS Accounting Journal** entry to be the same as the **Payable To** field of the **ePZB Update Financial Data**. See **Exhibits 44 & 49b**.
 - c. Opens **Add GAX and Fiscal Data on ePZB** by clicking **Add** in the **GAX Number & Fiscal Date** section. See **Exhibits 44 & 50**.
 - d. Enters **GAX** fiscal data information from **AMS** to **Add GAX and Fiscal Data** fields for **ePZB**, see **Exhibits 49a & b & 50**:
 - i. **GAX YYMMDD**—Date shown in the **Document** id number the **GAX** document
 - ii. **GAX Number**—Last 4 digits prior to the comma shown in the **Document** id number the **GAX** document
 - iii. **Fiscal Year**—**Fiscal Year** field, **General Accounting** section
 - iv. **Fiscal Period**—**Fiscal Period** field, **General Accounting** section
 - v. **Comments**—**Document** number as it appears on **AMS** & any other pertinent information
 - e. Clicks **Save** on **Add GAX and Fiscal Data**. See **Exhibit 50**.
4. Updates the **AMS check** information to **ePZB Update Financial Data**:

- a. Highlights the applicable **AMS Accounting Journal AD** document entry representing the amount shown on the opened **ePZB Update Financial Data** screen. See Exhibits 44 & 51a.
- b. Verifies the **Vendor Customer Name** shown in the **Miscellaneous** section of the **AMS Accounting Journal** entry to be the same as the **Payable To** field of the **ePZB Update Financial Data**. See Exhibits 44 & 51b.
- c. Opens **Add Refund Check Details** on **ePZB** by clicking **Add** in the **Refund Check Detail** section. See Exhibits 44 & 52.
- d. Enters **AD** check information from **AMS** to **Add Refund Check Details** fields for **ePZB**, see Exhibits 51a & b & 52:
 - i. **Check No—Check Number** field of the **Miscellaneous** section
 - ii. **Check Date—Service To** or **Service From** field of the **Miscellaneous** section
 - iii. **Check Amount—Pstng AM** field of the **General Accounting** section
 - iv. **Comments—Document** number as it appears on **AMS** & any other pertinent information
- e. Clicks **Done** on **Add Refund Check Details**. See Exhibit 52.



Director of Administration

REVISED: 02/29/12

Exhibit 1

REFUND SCHEDULE—ADMINISTRATION FEES

TYPE OF FEE	REFUND CRITERIA
100% FEE REFUND	
All Fees	• Staff error.
NO REFUND	
Addressing	• No refunds.
Fines/Lien searches	• No refunds.
Permit Searches	• No refunds.
Records requests	• No refunds.
Reports	• No refunds.
Printed Matter	• No refunds.

Exhibit 2

REFUND SCHEDULE—PERMITTING FEES	
TYPE OF FEE	REFUND CRITERIA
100% FEE REFUND	
All fees	<ul style="list-style-type: none"> • Staff error.
FEES PAID, LESS THE GREATER OF 50% OF THE FEE OR \$125.00	
Permit fees	<ul style="list-style-type: none"> • Prior to permit issuance, up to a maximum of 1 ½ years from the original application date; plan review application must be canceled prior to refund. • Non-Commencement of building activity, up to a maximum of 6 months from the original permit issuance date; permit must be cancelled prior to refund.
50% OF FEES GREATER THAN \$100.00	
Fire Plan Review fees	<ul style="list-style-type: none"> • Non-Commencement of building activity up to a maximum of 6 months from the original permit issuance date; permit must be cancelled prior to refund.
TWICE THE REVIEW FEE, LESS \$75.00	
Voluntary overpayment of Permit fees	<ul style="list-style-type: none"> • Prior to permit issuance, up to a maximum of 1 ½ years from the original application date. • Non-Commencement of building activity, up to a maximum of 6 months from the original permit issuance date.
FEES PAID, LESS 6.8% ADMINISTRATIVE FEES	
Impact fees	<ul style="list-style-type: none"> • Non-Commencement of building activity, Change in land use or change in structure; submitted within 1 year of the event giving rise to the request, submitted within 3 years of the payment & funds not spent &/or encumbered.
NO REFUND	
Permit fees	<ul style="list-style-type: none"> • After 1½ years from the original permit application date. • After 6 months from the original permit issuance date. • Inspections have been performed.
Voluntary overpayment of Permit fees	<ul style="list-style-type: none"> • After 1½ years from the original permit application date. • After 6 months from the original permit issuance date.
Fire Plan Review fees	<ul style="list-style-type: none"> • After 6 months from the original permit issuance date. • Inspections have been performed.
Impact fees	<ul style="list-style-type: none"> • After 1 year of the event giving rise to the request. • After 3 years of payment of the fees. • Funds have been spent &/or encumbered. • Inspections have been performed. • Change in land use or change in structure after occupancy has occurred.
Radon fees	<ul style="list-style-type: none"> • Radon fees are refunded by the State of Florida Departments of Community Affairs & Business Regulations.
Revision fees	<ul style="list-style-type: none"> • No refunds.
Building Division Miscellaneous fees	<ul style="list-style-type: none"> • No refunds.
Decal program	<ul style="list-style-type: none"> • No refunds.
Pre-paid permits	<ul style="list-style-type: none"> • No refunds.
Miscellaneous fees, i.e., labor, printed matter, copies, publications, etc.	<ul style="list-style-type: none"> • No refunds.
Any & all other fees not previously discussed	<ul style="list-style-type: none"> • No refunds.
Refunds of \$10.00 or less	<ul style="list-style-type: none"> • No Refund

Exhibit 3

REFUND SCHEDULE—CONTRACTOR LICENSING

TYPE OF FEE	REFUND CRITERIA
100% FEE REFUND	
All fees	<ul style="list-style-type: none"> • Staff error.
FEES PAID, LESS 50%	
Application fees	<ul style="list-style-type: none"> • Within 30 days of the initial submittal of the application. • Prior to CILB review.
NO REFUND	
Application fees	<ul style="list-style-type: none"> • After 30 days of the initial submittal of the application. • After CILB review.
Miscellaneous fees, i.e., labor, printed matter, copies, publications, etc.	<ul style="list-style-type: none"> • No refund.
Any & all other fees not previously discussed	<ul style="list-style-type: none"> • No refund.

Exhibit 4

REFUND SCHEDULE—PLANNING	
TYPE OF FEE	REFUND CRITERIA
100% FEE REFUND	
All fees	<ul style="list-style-type: none"> • Staff error.
FEE PAID, LESS THE GREATER OF 30% OR \$65.00	
Planning fees	<ul style="list-style-type: none"> • After acceptance. • Prior to start of processing &/or review.
FEE PAID, LESS THE GREATER OF 50% OR \$65.00	
Planning fees	<ul style="list-style-type: none"> • During or after processing.
No Refund	
Miscellaneous fees, i.e., labor, printed matter, copies, publications, etc.	<ul style="list-style-type: none"> • No refund.
Any & all other fees not previously discussed	<ul style="list-style-type: none"> • No refund.

Exhibit 5

REFUND SCHEDULE—ZONING

TYPE OF FEE	REFUND CRITERIA
100% Refund	
All fees	<ul style="list-style-type: none"> • Staff error. • Accepted application that is in another municipality.
Public Hearing, Full DRO	<ul style="list-style-type: none"> • Withdrawn within 5 working days after the submittal date.
Administrative Review (i.e., Special Permits, Zoning Confirmation Letters, Stand Alone Concurrency, DRO Amendments for Zoning & Agency Review)	<ul style="list-style-type: none"> • Withdrawn within 3 working days after official acceptance date.
50% Refund	
All Zoning Applications, except Administrative Review	<ul style="list-style-type: none"> • Withdrawn between 4 and 20 working days after official acceptance date.
25% Refund	
Public Hearing Applications	<ul style="list-style-type: none"> • Withdrawn 21 working days after submittal. • Prior to Zoning's request for legal advertisement of the local newspaper.
Final DRO Applications	<ul style="list-style-type: none"> • Withdrawn 21 working days after submittal. • Prior to the 1st DRO meeting.
Stand Alone Concurrency Applications	<ul style="list-style-type: none"> • Withdrawn 21 or more working days after submittal. • Prior to Zoning's receipt of provider forms.
No Refund	
All Public Hearing Applications	<ul style="list-style-type: none"> • Withdrawn after Zoning's request for legal advertisement of the local newspaper.
Final DRO Applications	<ul style="list-style-type: none"> • Withdrawn on or after the 1st DRO meeting.
Stand Alone concurrency Applications	<ul style="list-style-type: none"> • Withdrawn after Zoning's receipt of provider forms.
Postponement	<ul style="list-style-type: none"> • No refund.
Revised Text/documents	<ul style="list-style-type: none"> • No refund.
Business Tax Receipt	<ul style="list-style-type: none"> • No refund.
All other Zoning Applications not previously mentioned	<ul style="list-style-type: none"> • Withdrawn after issuance of certificate, letter or permit.
Miscellaneous fees, i.e., labor, printed matter, copies, publications, etc.	<ul style="list-style-type: none"> • No refund.
Landscape plan review fees associated to permits.	<ul style="list-style-type: none"> • No refund.
Any & all other fees not previously discussed.	<ul style="list-style-type: none"> • No refund.

Exhibit 6

Exhibit 7

Exhibit 8

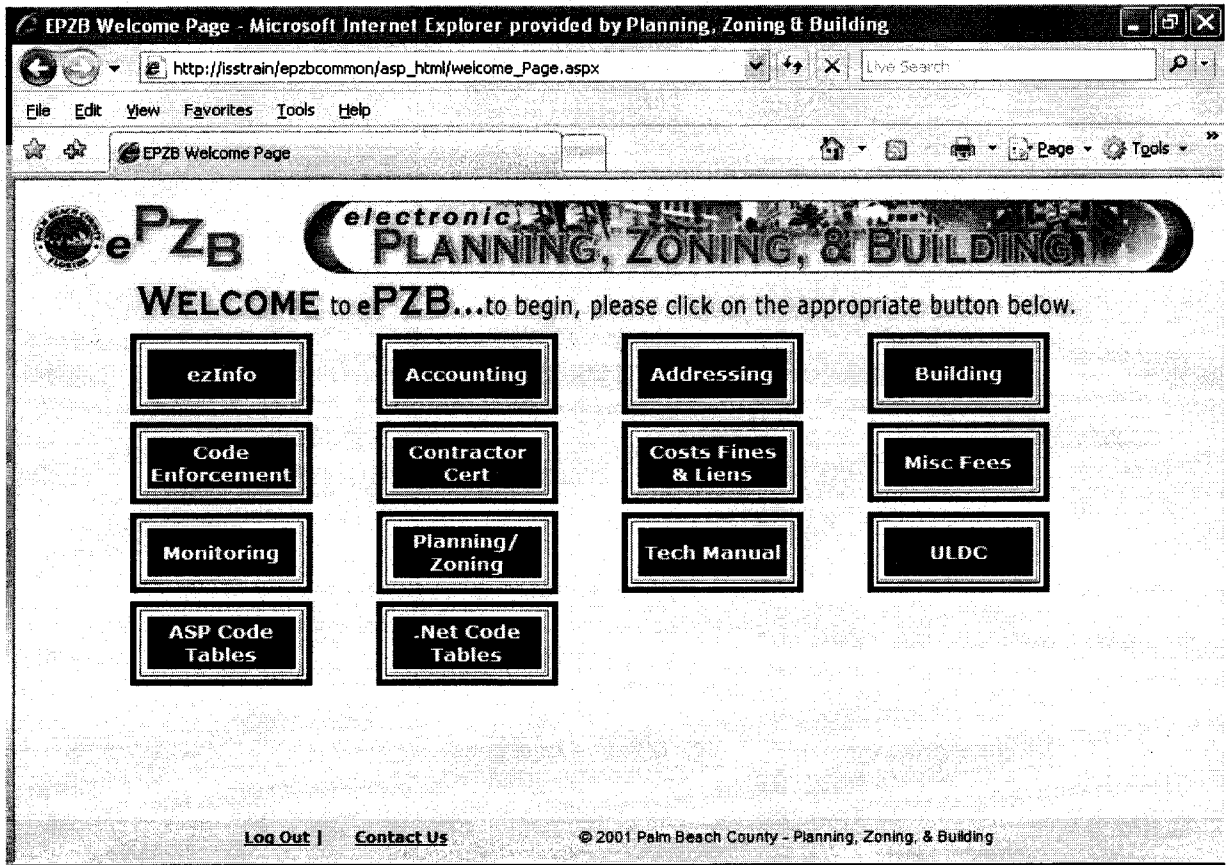


Exhibit 9

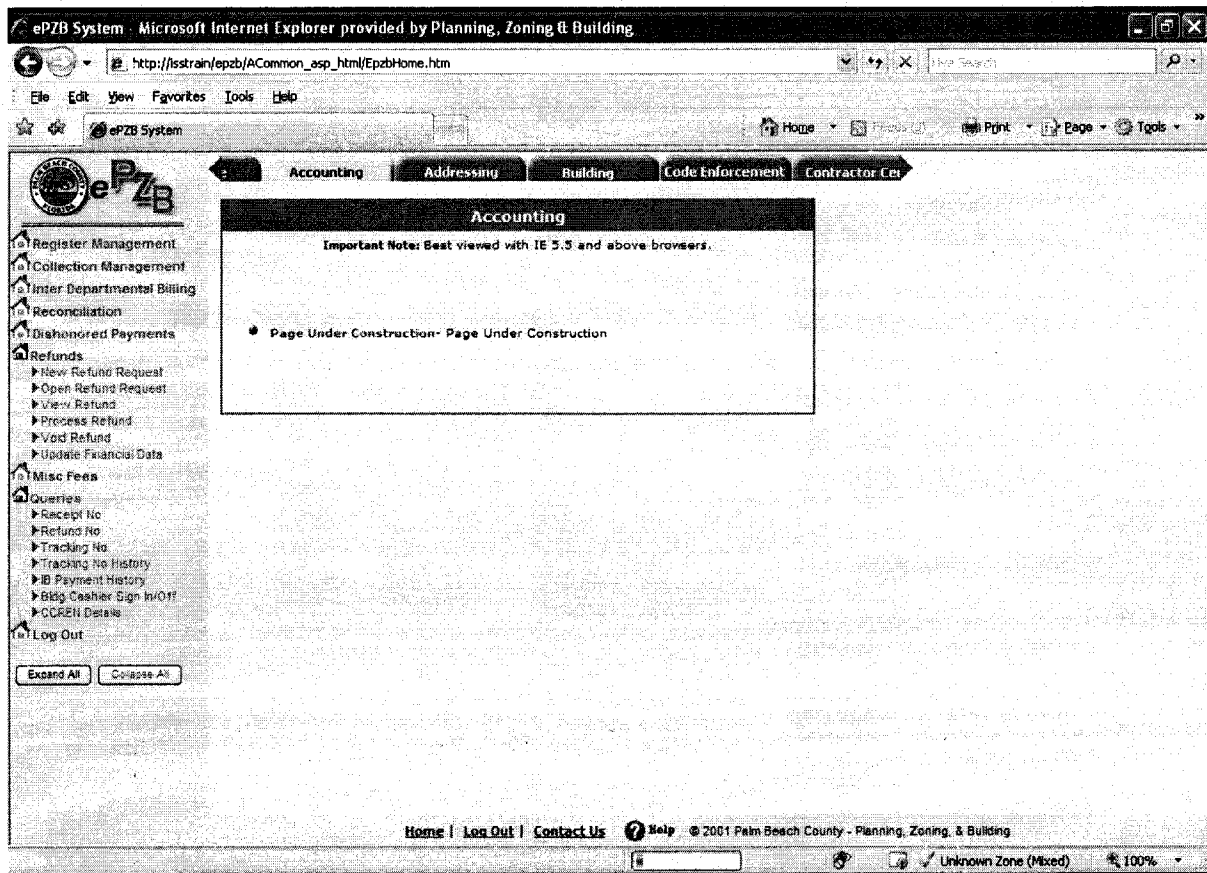


Exhibit 10

ePZB System - Microsoft Internet Explorer provided by Planning, Zoning & Building

http://sstrain/ePzB/ACCommon.asp_Nml/EpzBHome.htm

Enter Refund Request Form

Division: PZ&B Building Division Tracking No: PR-2010-11272-0
 Entry Date: 03/08/2011 Entered By: VWHITE Phone: 561-233-5026
 Requestor: Staff: MSTONEHI Payor: Signature Storm Protection Inc
 Payable To: Signature Storm Protection Inc Payor Phone: _____
 Mailing Address:
 Number: 1234 Fraction: N Pre: Street Name: 10th Type: Street Post: _____
 Apt/Bldg/Unit: _____ Unit No: _____ Building: _____
 City: West Palm Beach State: Florida Zip: 33409 Country: _____
 Standard Reason: Overpayment Administrative Refund
 Reason For Refund: Overpayment
 ** At least one is required

Buttons: Save, Cancel, Reset

Footer: Home | Log Out | Contact Us | © 2011 Palm Beach County - Planning, Zoning, & Building

Exhibit 11

ePZB System - AcctREFrefundRequestFind - Webpage Dialog

Search for Refund Tracking Number(s)

Tracking No: pr 2010 11272 Search Reset

Tracking No	Add	View
PR-2010-11272-0	Add	View

Page: (1)

Selected Tracking Number(s) for Refund: PR-2010-11272-0 Delete

Buttons: Save, Cancel

Exhibit 12

Windows Internet Explorer

Refund Request added successfully.
 Refund No: 2011-27
 No email notification was sent for Division Approval

OK

Exhibit 13

Exhibit 14

Exhibit 15

ePZB System -- AcctREFRefRequestFormUpdate -- Webpage Dialog

Payable To: [Signature Storm Protection Inc] Payor Phone: [] [] []

Mailing Address

Number*	Fraction	Pre	Street Name*	Type	Pos
1234		N	10th	Street	

Apt/Bldg/Unit: [] Unit No: [] Building: []

City:* West Palm Beach State:* Florida Zip:* 33409 Country: []

Attachments

Document Category: All Document Type: All Status: All

No data found

Exhibit 16

ePZB System - Microsoft Internet Explorer provided by Planning, Zoning & Building

http://isstrain/EpzbCommon/asp_html/AttachmentAdd.aspx?mode=add&ISSGUID=%7B04A54D48%2D4105%2D49A4%2DA9C2%2D...

Add Attachments

Select Files to upload

Exhibit 17

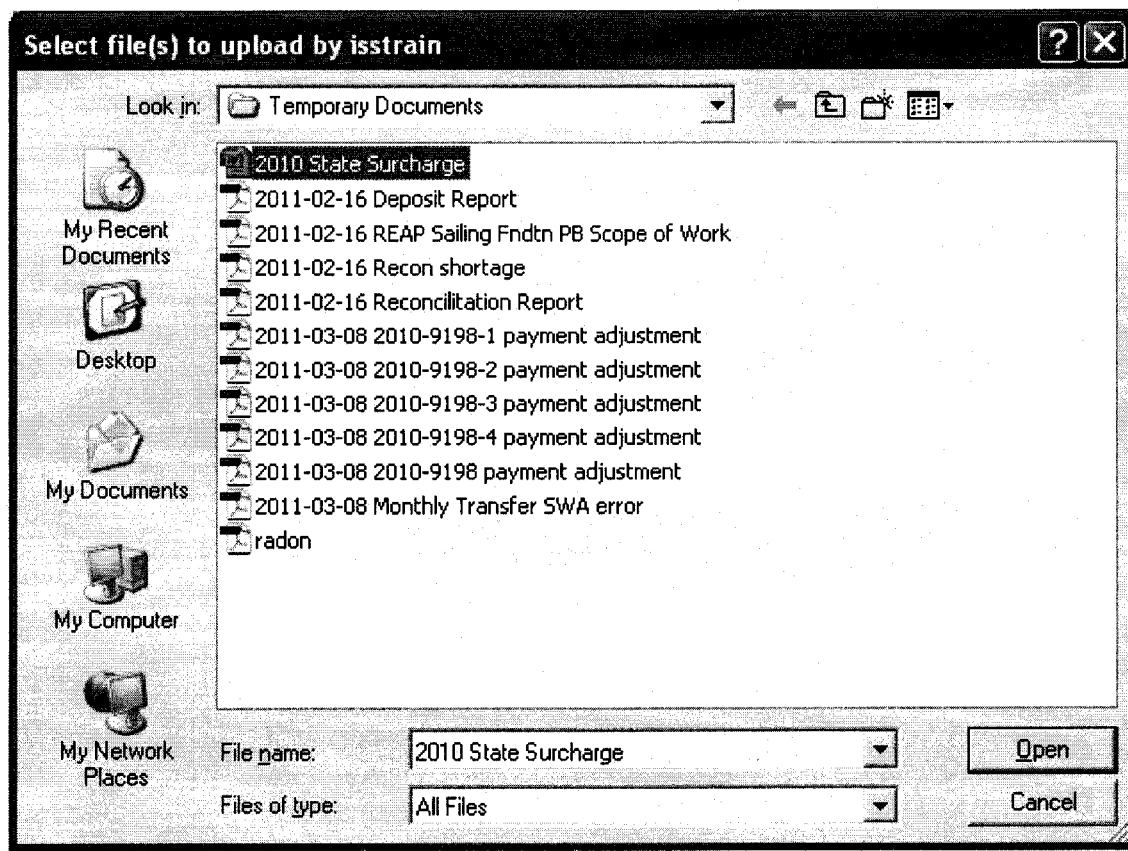


Exhibit 18

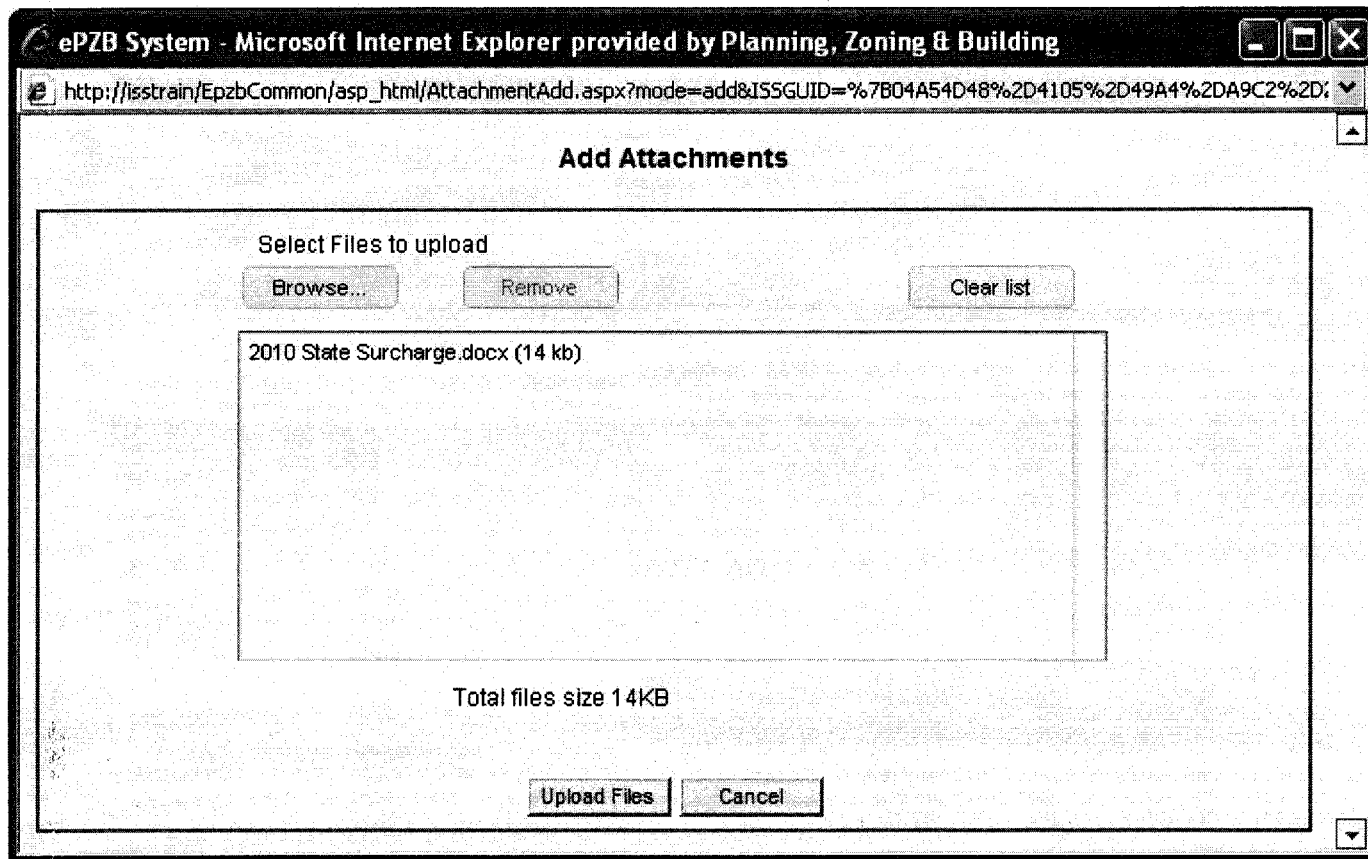


Exhibit 19

ePZB System - Microsoft Internet Explorer provided by Planning, Zoning & Building

http://isstrain/EpzbCommon/asp_html/AttachmentInput.aspx

Add Attachments

Document Detail	Document Category*	Document Type*	Submitted Date	Effective*	Expiration	Size	Delete
2010 State Surcharge	<input type="text" value="General Document"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	13 KB	Delete

Exhibit 20

ePZB System -- AcctREFRefRequestFormUpdate -- Webpage Dialog

Apt/Bldg/Unit: Unit No: Building:

City:* State:* Zip:* Country:

Attachments

Document Category: Document Type: Status:

Document Category	Document Type	Document Detail	Status	Attached	Effective	Expiratio
<input type="radio"/> General Documents	Miscellaneous	<u>2010 State Surc...</u>	Active	03/08/2011	03/01/2011	

Attachments uploaded successfully

Standard Reason:**

Reason For Refund:**

Exhibit 21

ePZB System -- AcctREFDivApprove.asp -- Webpage Dialog

Approve Refund Request

Division: 150 Tracking No: B-2010-011272-0000 Refund No: 2011-27
Entry Date: 03/08/2011 Entered By: VWHITE Phone: 561-233-5026
Last Mod. Date: Last Mod. By: Phone:
Requested By: MSTONEHI Payor Phone: -- Payable To: Signature Storm Protection Inc
Mailing Address: 1234 N 10th St
West Palm Beach Florida 33409

Standard Reason:
Reason For Refund: Overpayment

Approval Comments:

Denial Comments:

PZB Account	Assessed Amt	Amt Paid	Balance	Amt Available	AMS Acct	Receipt No
50240	75.00	215.90	-140.90	215.90	1400-600...	<input type="text" value="2010-0615-146"/>
50260	75.00	75.00	0.00	75.00	1400-600...	<input type="text" value="--No Receipt--"/>
55300	4.10	4.10	0.00	4.10	0001-208...	<input type="text" value="--No Receipt--"/>
61000	5.00	5.00	0.00	5.00	1400-600...	<input type="text" value="--No Receipt--"/>

Exhibit 22

Windows Internet Explorer

 Refund Request Approved successfully.
Refund No: 2011 - 27
Email notification sent to LOLIVEIR@PBCGOV.ORG for Preparer Approval

Exhibit 23

Update Refund Request

Refund No: 2011 - Division: [Dropdown] Requested By Staff: [Dropdown] Requested By Payor: [Text] [Reset]

Date From: [Calendar] Date To: [Calendar] Status: Pending [Search]

Refund Request approved (Division Approval) successfully

Home | Log Out | Change Password | Contact Us | Help © 2001 Palm Beach County - Planning, Zoning, & Building

Exhibit 24

Process Refund Request

Refund No: [Text] Division: [Dropdown] Requested By Staff: [Dropdown] Requested By Payor: [Text] [Reset]

Date From: [Calendar] Date To: [Calendar] Status: Final [Search]

Refund No	Division	Entered Date	Requested By Staff	Requested By Payor	Status	Process Refund	Merge
<input type="checkbox"/> 2010-66	PZ&B Build...	05/12/2010	JBOATWRI		Final	Process View	View
<input type="checkbox"/> 2010-157	PZ&B Zonin...	06/14/2010	WSANDERS		Final	Process View	View
<input type="checkbox"/> 2010-166	PZ&B Build...	06/15/2010	MSTONEH		Final	Process View	View
<input type="checkbox"/> 2010-167	PZ&B Zonin...	06/15/2010	WSANDERS		Final	Process View	View
<input type="checkbox"/> 2010-180	PZ&B Admin...	06/22/2010	HHICKMAN		Final	Process View	View

Page: [1]

Merge Refund Request

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Exhibit 25

ePZB System -- AcctREFRefundRequestResultsSelected -- Webpage Dialog

Process Refund Request

Refund Request Refund Amount Refund No: 2011-27

PZ&B
Division: Building Tracking No: B-2010-011272-0000
Division

Entry Date: 03/08/2011 Entered By: VWHITE Phone: 561-233-5026
Last Mod. Date: Last Mod. By: Phone:

Requested By: MSTONEHI Payor Phone: Payable To: Signature Storm Protection Inc

Mailing Address: 1234 N 10th St
West Palm Beach Florida 33409

Standard Reason:
Reason For Refund: Overpayment
Approval Comments: Refund overpayment less \$75.00
Preparer Comments:
Reviewer Comments:
Final Comments:
Preparer Denied Comments:
Reviewer Denied Comments:
Final Denied Comments:

Approval Details

User Id	Date	Phone	Status
VWHITE@EPZB	03/08/2011		Division
			Preparer
			Reviewer
			Final

Exhibit 26

epzbMenu - Microsoft Internet Explorer provided by Planning, Zoning & Building

http://sstrain/epzbccommon/asp_html/epzbmenu.aspx?From=BL

File Edit View Favorites Tools Help

epzbMenu Home Pink Page Tools

ePZB Main | Applications | Tracking | Review | Permits | Inspections | Building

Main eZInfo Welcome Page Accounting Addressing Code Enforcement Contractor Cert Costs Fines & Liens Misc Fees Monitoring Planning/ Zoning Tech Manual ULDC ASP Code Tables Jnet Code Tables	Applications Enter Copy Fee Estimator Update Void Application Finished Floor Elevation	Tracking ATJC Workload View Application/Permit	Review Supervisor Approvals Reviewer Assign Reviewer Self Assign Workload Details Holds/Flags Annual Program Approval Send Merged Letters
Permits Issue Permit/Fee Sub Permit Issue Sub Permit eSub Permits Reprint Cancel Un-Cancel Permit Change Permit Trade Sign In/Sign Out	Inspections Applications Enter General Inspection Enter Revision of Perm... Prepare Inspections Designate Floors &... Schedule Inspections Assign Inspection Result Inspections Inspectors Itinerary Enter Results Inspections Calendar Inspection History Holds/Flags Agency Requirements Other Agency - Prepare Inspections Schedule Inspections		

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Trusted sites 100%

Exhibit 27

epzbMenu - Microsoft Internet Explorer provided by Planning, Zoning & Building

http://sstrain/epzbccommon/asp_html/epzbmenu.aspx?From=BL

Main | Applications | Tracking | Review | Permits | Inspections | Building >> Tracking >> View Application/Permit

View Application/Permit

Hide Search Search By: << Select One >> Advanced Search

Search By	Operator	Value	Delete
Application/Permit No	Exact	-2010-11272-	Delete

Select: All

Showing: 1 to 1 of total 1 Records

Reference No	Rev	How	Hist	Permit	Permit Desc	Company	Owner	Address	App Status	Inspection
B-2010-011272-0000					Shutter	Signature Storm Prote...	Sigel, Sybil	7380 Mandarin Dr, Boca Raton, 3343...	Active	History

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Exhibit 28

epzbMenu - Microsoft Internet Explorer provided by Planning, Zoning & Building

http://sstrain/epzbccommon/asp_html/epzbmenu.aspx?From=CC

Main | Applications | CLUB | Certifications | Info | Cases | Liens | Unmatched Docs

Contractor Certification

<p>Main</p> <ul style="list-style-type: none"> ezInfo Welcome Page Accounting Addressing Building Code Enforcement Costs, Fines & Liens Misc Fees Monitoring Planning/Zoning Tech Manual ULDC ASP Code Tables Net Code Tables 	<p>Applications</p> <ul style="list-style-type: none"> Enter New Open Process Application Update Application View Attachments Fees Sufficiency Review Complaint Review Staff Comments Exam Results Authorize Re-Exam Change Status 	<p>CLUB</p> <ul style="list-style-type: none"> Board Meetings Schedule Applications Asson Board Member Workload Details Public Hearing Item Merge Agenda Docs Attendance Record Results Minutes Search Minutes Post Meetings Inform CILB Decision Appeals Schedule Appeal Send Appeal Notices Staff Recommendation Attachments Disciplinary Hearings Schedule Hearings Send Hearing Notices Staff Recommendation Attachments Liens 	<p>Certifications</p> <ul style="list-style-type: none"> Examinations Enter Grades Inform Exam results Issue Attachments Sufficiency Review Renewal Renewal Notification <p>Unmatched Docs</p> <ul style="list-style-type: none"> Add Documents Match Documents
--	---	--	---

Home | Log Out | Contact Us | Help © 2001 Palm Beach County - Planning, Zoning, & Building

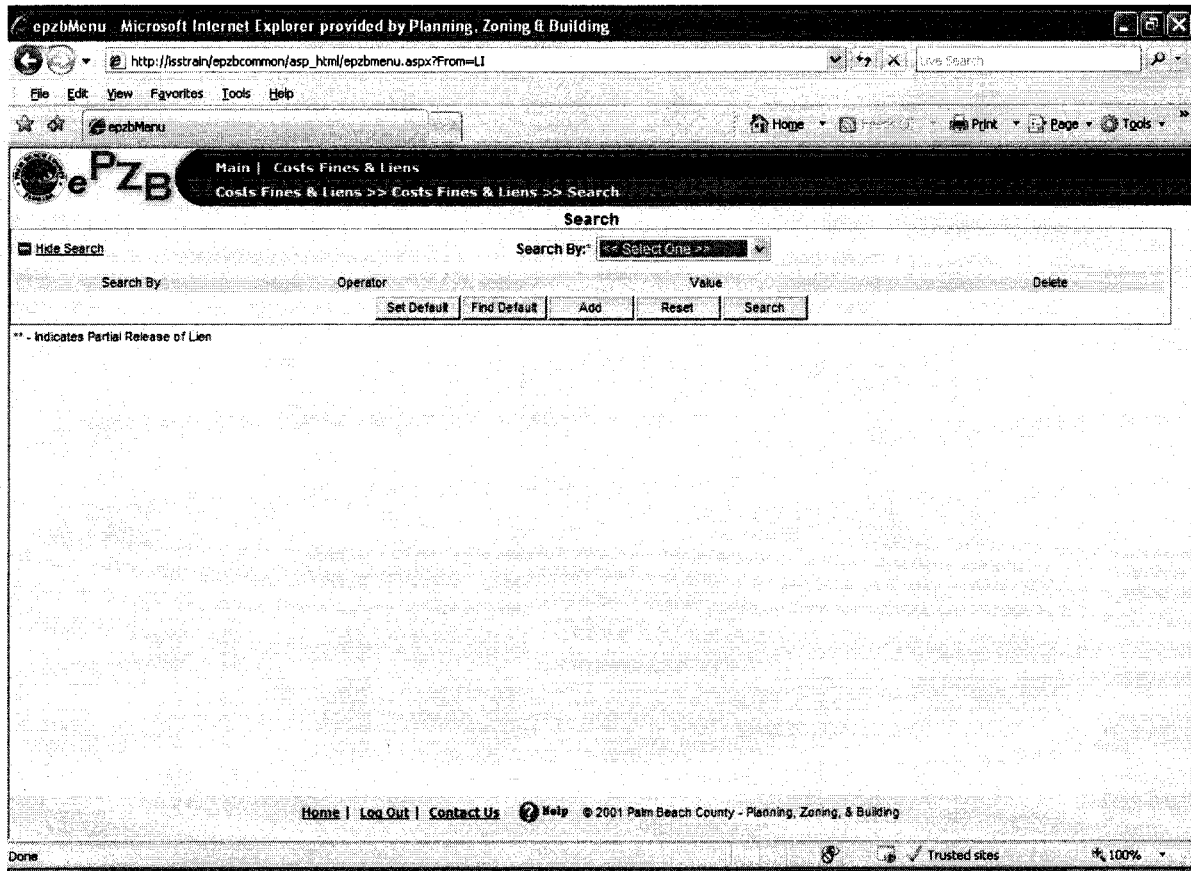
Exhibit 29

The screenshot shows a Microsoft Internet Explorer browser window displaying the epzMenu website. The address bar shows the URL: http://isstrain/epzcommon/asp_html/epzmenu.aspx?From=CC. The website header includes navigation links: Main | Applications | CILB | Certifications | Info | Cases | Liens | Unmatched Docs. Below the header, there is a search bar and a "View" button. The main content area is titled "Contractor / Journeyman Finder" and contains a search form with a "Search By:" dropdown menu (currently set to "<< Selected One >>"), a "Search By" field, an "Operator" field, and a "Value" field. Below these fields are buttons for "Set Default", "Find Default", "Add", "Reset", and "Search". A "Delete" link is also present. The footer of the page includes links for "Home", "Log Out", "Contact Us", and "Help", along with the copyright notice: © 2001 Palm Beach County - Planning, Zoning, & Building. The browser status bar at the bottom shows "Done" and "Trusted sites" with a 100% zoom level.

Exhibit 30

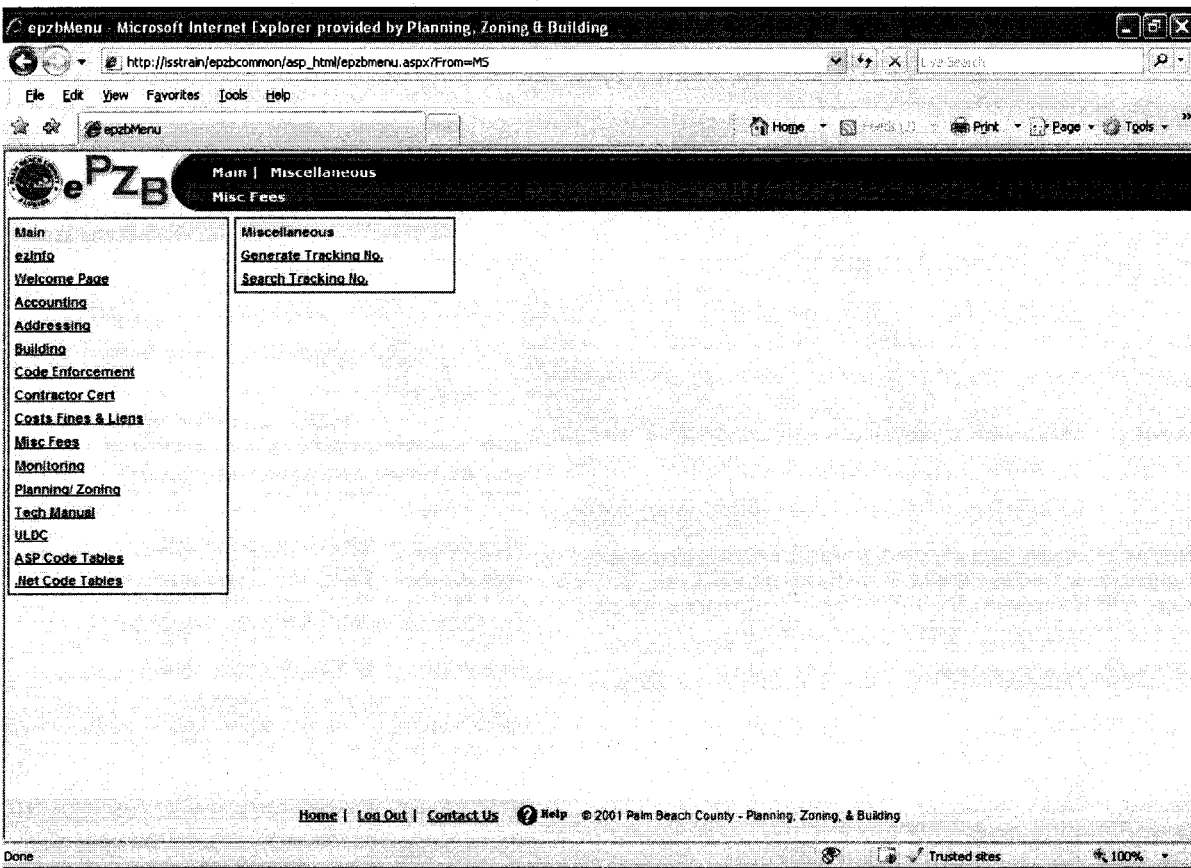
The screenshot shows the epzMenu website in Microsoft Internet Explorer. The address bar displays the URL: http://isstrain/epzcommon/asp_html/epzmenu.aspx?From=LI. The website header features navigation links: Main | Costs Fines & Liens. The main content area is titled "Costs Fines & Liens" and contains a menu with the following items: Main, ezInfo, Welcome Page, Accounting, Addressing, Building, Code Enforcement, Contractor Cert, Misc Fees, Monitoring, Planning/ Zoning, Tech Manual, ULDC, ASP Code Tables, and Net Code Tables. A sub-menu is open under "Costs Fines & Liens" with the following items: Search, Update Liens, and Create Instalment Pav... The footer of the page includes links for "Home", "Log Out", "Contact Us", and "Help", along with the copyright notice: © 2001 Palm Beach County - Planning, Zoning, & Building. The browser status bar at the bottom shows "Done" and "Trusted sites" with a 100% zoom level.

Exhibit 31



The screenshot shows a Microsoft Internet Explorer browser window displaying the ePZB website. The address bar shows the URL: http://isstrain/epzcommon/asp_html/epzbmenu.aspx?From=LI. The browser title is "epzbMenu - Microsoft Internet Explorer provided by Planning, Zoning & Building". The website header includes the ePZB logo and navigation links: "Main | Costs Fines & Liens". The current page is titled "Costs Fines & Liens >> Costs Fines & Liens >> Search". A search form is visible with a "Search By:" dropdown menu set to "Select One", and input fields for "Search By", "Operator", "Value", and "Delete". Below the search form are buttons for "Set Default", "Find Default", "Add", "Reset", and "Search". A note below the search form reads: "** - Indicates Partial Release of Lien". The footer contains navigation links: "Home | Log Out | Contact Us | Help" and copyright information: "© 2001 Palm Beach County - Planning, Zoning, & Building". The status bar at the bottom shows "Done" and "Trusted sites" with a 100% zoom level.

Exhibit 32



The screenshot shows a Microsoft Internet Explorer browser window displaying the ePZB website. The address bar shows the URL: http://isstrain/epzcommon/asp_html/epzbmenu.aspx?From=M5. The browser title is "epzbMenu - Microsoft Internet Explorer provided by Planning, Zoning & Building". The website header includes the ePZB logo and navigation links: "Main | Miscellaneous". The current page is titled "Miscellaneous" and "Misc Fees". A sidebar menu on the left lists various categories: "Main", "szInfo", "Welcome Page", "Accounting", "Addressing", "Building", "Code Enforcement", "Contractor Cert", "Costs Fines & Liens", "Misc Fees", "Monitoring", "Planning/ Zoning", "Tech Manual", "ULDC", "ASP Code Tables", and "Het Code Tables". The "Miscellaneous" section contains two links: "Generate Tracking No." and "Search Tracking No.". The footer contains navigation links: "Home | Log Out | Contact Us | Help" and copyright information: "© 2001 Palm Beach County - Planning, Zoning, & Building". The status bar at the bottom shows "Done" and "Trusted sites" with a 100% zoom level.

Exhibit 33

This screenshot shows a web browser window titled "epzbMenu - Microsoft Internet Explorer provided by Planning, Zoning & Building". The address bar shows the URL "http://sstrain/epzbcmmcn/asp_html/epzbmenu.aspx?From=MS". The browser's menu bar includes File, Edit, View, Favorites, Tools, and Help. The page content features a navigation menu with "Main | Miscellaneous" and "Misc Fees >> Miscellaneous >> Search Tracking No.". Below this is a search form titled "Search Miscellaneous Tracking No" with input fields for "Tracking No:" and "Description:", and "Search" and "Reset" buttons. A message box below the form states "No data found". At the bottom of the page, there is a footer with links for "Home | Log Out | Contact Us" and a copyright notice: "© 2001 Palm Beach County - Planning, Zoning, & Building". The status bar at the bottom shows "Done" and "Trusted sites".

Exhibit 34

This screenshot shows a web browser window titled "ePZB System - Microsoft Internet Explorer provided by Planning, Zoning & Building". The address bar shows the URL "http://sstrain/epzb/ACommon_esp_html/EpzHome.htm". The browser's menu bar includes File, Edit, View, Favorites, Tools, and Help. The page content features a navigation menu with "Contractor Cert.", "Fines, Costs & Liens", "Misc Fees", "Monitoring", and "Planning/Zoning". Below this is a main content area titled "Planning/Zoning Applications" with sub-links for ">> Process Applications>> Application Finder>>" and ">> Queries/Reports>>". An "Important Note" states: "Important Note: Best viewed with IE 5.5 and above browsers. Currently, County users can query on and view applications. Only Zoning staff can create/modify applications." Below the note is a list of application types and their functions: "Process Application > Application Finder - Applications can be queried by Agent, Application Type/Number/Name/Date/Status. Also by Applicant, Control Number/Name, Commission District, Owner, PCN, Resolution No and etc.", "Calendar - This screen allows users to view scheduled hearing dates from different boards such as BCC, DRO, ZC and etc.", "Fee Estimator - Provides the users with an estimate of application fees based on information entered.", "Hearing Maintenance > DRO Sign Off - Provides the users with the view to the comments/issues entered by different agencies on DRO applications.", "Print Attachments - Users can print different type of attachments base on the agencies' profiles.", "Queries/Reports - Provides users with various Crystal reports such as Application by Intake Date, Project Manager List, ZC Letter Status and etc." At the bottom of the page, there is a footer with links for "Home | Log Out | Contact Us" and a copyright notice: "© 2001 Palm Beach County - Planning, Zoning, & Building". The status bar at the bottom shows "Done" and "Unknown Zone (Mixed)".

Exhibit 35

Exhibit 36

Tracking No	Fee Code	Charge Amt.	+ Charge Adj.	Adjustments		- Amt Paid	+ Refund Amt	Balance
				Credit	Debit			
B-2010-011272-0000	50240-Permit Application Fee (Non-Refundable)	75.00	0.00	0.00	84.10	300.00	0.00	-140.90
	50260-Permit Building	75.00	0.00	75.00	0.00	0.00	0.00	0.00
	51090-HOC Lien Law Notification	5.00	0.00	5.00	0.00	0.00	0.00	0.00
	55300-State Permitting Surcharge	4.10	0.00	4.10	0.00	0.00	0.00	0.00
Total:		159.10	0.00	84.10	84.10	300.00	0.00	-140.90

Exhibit 37

ePZB System Microsoft Internet Explorer provided by Planning, Zoning & Building

http://sstrain/epzb/ACCommon_asp_html/EpzbHome.htm

File Edit View Favorites Tools Help

ePZB System Home Paper Print Page Tools

Accounting Addressing Building Code Enforcement Contractor Ctr

Tracking Number Details - Query

Tracking No: PR 2010 11272 [Search] [Reset]

Fees Receipt

Receipt Details for: PR-2010-11272

Tracking No	Receipt No	Register No	Cashier ID	Date Received	Receipt Total	Void
B-2010-011272-0000	2010-0615-146	1	RTORRES	6/15/2010 12:00:00 AM	450.00	N

Home | Log Out | Contact Us | Help © 2001 Palm Beach County - Planning, Zoning, & Building

Unknown Zone (Mixed) 100%

Exhibit 38

epzb Accounting - Payment Receipt - Webpage Dialog

PALM BEACH COUNTY
PLANNING, ZONING & BUILDING
 2300 N. Jog Road
 West Palm Beach FL 33411
 (561) 233-5000 or (888) 236-3809

Receipt No: 2010-0615-146

Fee Details			
Tracking No	Fee Code	Fee Description	Amount
B-2010-011272-0000	50240	Permit Application Fee (Non-Refundable)	300.00
Sub Total:			300.00
B-2010-011273-0000	50240	Permit Application Fee (Non-Refundable)	150.00
Sub Total:			150.00
Grand Total:			450.00

Payment Details		
Payment From	Description	Amount
Signature Storm Protection Inc	Check No: 19114	450.00
Total:		450.00

Fee Summary			
Tracking No	Total Due	Total Paid	Balance Due
B-2010-011272-0000	159.10	300.00	-140.90
B-2010-011273-0000	156.00	156.00	0.00

Date Received: 06/15/2010 11:13:51 Register No: 1 Cashier ID: RTORRES

General Info: www.pbcgov.com/epzb
 Permit & Inspection Info: www.pbcgov.com/epzb/building

Automated Inspections: (561) 355-2222 or (888) 236-3807 Building Division: (561) 233-5100
 Contractors Certification: (561) 233-5525 Code Enforcement: (561) 233-5500
 Planning: (561) 233-5300 Zoning: (561) 233-5200

Exhibit 39

DEPARTMENTAL REFUND AUTHORIZATIONS

AUTHORIZED PERSON	STIPULATIONS
All Planning, Zoning & Building	
Barbara Alterman	<ul style="list-style-type: none"> All Planning, Zoning & Building Department.
Administration	
Brenda Conner	<ul style="list-style-type: none"> All Administration requests.
Pat D'Agostino	<ul style="list-style-type: none"> All Administration requests.
April Warren	<ul style="list-style-type: none"> All Administration requests.
Building	
Darlene Beasley	<ul style="list-style-type: none"> All Building requests, under \$500.00.
Brad Brown	<ul style="list-style-type: none"> Building staff requests, under \$500.00.
Rebecca Caldwell	<ul style="list-style-type: none"> All Building requests, no limit.
Michael Fox	<ul style="list-style-type: none"> Building staff requests, under \$500.00.
Richard Gathright	<ul style="list-style-type: none"> All Building requests, under \$1,000.00. All Building requests, no limit, in Rebecca Caldwell's absence.
Joe Sherpitis	<ul style="list-style-type: none"> Building staff requests, under \$500.00
Code Enforcement	
Kurt Eismann	<ul style="list-style-type: none"> All Code Enforcement requests.
Nancy King	<ul style="list-style-type: none"> All Code Enforcement requests.
Karon Lamb	<ul style="list-style-type: none"> All Code Enforcement requests.
Contractor Certification	
Brenda Conner	<ul style="list-style-type: none"> All Contractor Certification requests.
Kurt Eismann	<ul style="list-style-type: none"> All Contractor Certification requests.
Bruce Escher	<ul style="list-style-type: none"> All Contractor Certification requests.
Sharon Mathes	<ul style="list-style-type: none"> All Contractor Certification requests.
Fire Plan Review	
Donna Damico	<ul style="list-style-type: none"> All Fire requests.
Walter Lenhart	<ul style="list-style-type: none"> All Fire requests.
Robert White	<ul style="list-style-type: none"> All Fire requests.
Impact	
Michele Bonanni	<ul style="list-style-type: none"> All Impact requests, in Willie Swoope's absence.
Willie Swoope	<ul style="list-style-type: none"> All Impact requests.
Planning	
Lorenzo Aghemo	<ul style="list-style-type: none"> All Monitoring & Planning requests.
Patrick Rutter	<ul style="list-style-type: none"> All Monitoring & Planning requests.
Zoning	
Jon MacGillis	<ul style="list-style-type: none"> All Zoning requests. All Engineering TPS requests submitted with Zoning applications.
MaryAnn Kwok	<ul style="list-style-type: none"> All Zoning requests. All Engineering TPS requests submitted with Zoning applications.

Exhibit 40

ePZB System -- AcctREFundRequestResultsSelected -- Webpage Dialog

Process Refund Request

Refund No: 2011-27

PZB Account	Assessed Amt	Amt Paid	Balance	Available Amt	Original AMS Acct	AMS Acct	Receipt No	Refund Amt
<input type="checkbox"/> B-2010-011272-0000								
<input checked="" type="checkbox"/> 50240	75.00	215.90	-140.90	215.90	1400-600-6...		2010-0615-146	140.90
<input type="checkbox"/> 50260	75.00	75.00	0.00	75.00	1400-600-6...		No Receipt	0.00
<input type="checkbox"/> 55300	4.10	4.10	0.00	4.10	0001-2080...		No Receipt	0.00
<input type="checkbox"/> 51090	5.00	5.00	0.00	5.00	1400-600-6...		No Receipt	0.00

<input checked="" type="checkbox"/> Building Misc. Fees	Original AMS Acct	1400-600-6...	AMS Acct	Amount	75.00
<input type="checkbox"/> Permit Fees	Original AMS Acct	1400-600-6...	AMS Acct	Amount	0.00

Requested Amount: 140.90 Processing Fees: 75.00 Actual Refund Amount: 65.90

Certified Letter: Administrative Refund:

Cash Receipt Details

CR Date	CR Number	CR Amount	
100610	3238	587.34	<input type="button" value="Delete"/>

Process Refund data saved successfully

Attachments

Approval Details

Approve / Deny:

Comments:

User Id	Date	Phone	Status
VWHITE@EPZB	03/08/2011		Division Preparer Reviewer Final

Exhibit 41

CR Submittal List - Microsoft Excel

Work Date	Payment Type	Amount	CR #	Bank Date	Process Date
234	06/15/10 Tuesday	MC/VS/DISC	104,310.75	600-061610-3185	06/17/10 06/21/10
235	06/15/10 Tuesday	Cash & Check	1,644.74	600-061610-3185	06/17/10 06/21/10
236	06/16/10 Wednesday	MC/VS/DISC	103,446.33	600-061710-3213	06/18/10 06/21/10
237	06/16/10 Wednesday	Cash & Check	1,300.43	600-061710-3213	06/18/10 06/21/10
238	06/17/10 Thursday	MC/VS/DISC	49,868.13	600-061810-3235	06/21/10 06/24/10
239	06/17/10 Thursday	Cash & Check	587.34	600-061810-3238	06/21/10 06/24/10
240	06/18/10 Friday	MC/VS/DISC	5,690.03	600-062110-3242	06/22/10 06/24/10
241	06/18/10 Friday	Cash & Check	647.04	600-062110-3248	06/22/10 06/24/10
242	06/21/10 Monday	MC/VS/DISC	174,696.89	600-062210-3260	06/23/10 06/24/10
243	06/21/10 Monday	Cash & Check	9,394.47	600-062210-3263	06/23/10 06/24/10
244	06/22/10 Tuesday	MC/VS/DISC	57,694.44	600-062310-3278	06/24/10 06/28/10
245	06/22/10 Tuesday	Cash & Check	2,686.60	600-062310-3279	06/24/10 06/28/10
246	06/23/10 Cell Phone	MC/VS/DISC	10.56	600-062310-3286	06/24/10 06/28/10
247	06/23/10 Wednesday	Cash & Check	206,490.93	600-062410-3303	06/25/10 06/28/10
248	06/23/10 Wednesday	MC/VS/DISC	5,386.15	600-062410-3309	06/25/10 06/28/10
249	06/24/10 Thursday	Cash & Check	50,614.51	600-062510-3314	06/28/10 06/29/10
250	06/24/10 Thursday	MC/VS/DISC	2,969.73	600-062510-3315	06/28/10 06/29/10
251	06/25/10 Friday	Cash & Check	2,438.84	600-062810-3320	06/29/10 06/30/10
252	06/25/10 Friday	MC/VS/DISC	2,372.45	600-062810-3321	06/29/10 06/30/10
253	06/28/10 Monday	Cash & Check	82,527.30	600-062910-3343	06/30/10 07/01/10
254	06/28/10 Monday	MC/VS/DISC	1,518.36	600-062910-3344	06/30/10 07/01/10
255	06/29/10 Tuesday	Cash & Check	82,548.99	600-063010-3376	07/01/10 07/06/10

**PLANNING, ZONING & BUILDING
FINANCE REFUND REQUEST**

Date 03/09/2011

Refund #(s) 2010-180

Please issue a refund in the amount of \$50.00 Payable to

Florida Premier Title & Escrow Company
8201 Peters Rd
Plantation, FL 33324

Receipt #(s) 2010-0618-18

Tracking #(s) C-2008-09080057-COST

Total Paid	Administrative Fees	Refund Amount
\$50.00	\$.00	\$50.00

Deposit Date: 06/18/10
Deposit Amount: \$5690.03
Deposit CR: CR-600-0621 10-3242

Debit Account 0001-600-6241-5900 By \$50.00 (Code Enf Fines, Liens & Fees)

PJD
Attachments

Accounting Approval _____

Exhibit 43

ePZB System - Microsoft Internet Explorer provided by Planning, Zoning & Building

http://sstrain/epzb/ACCommon_esp_html/EpzbHome.htm

File Edit View Favorites Tools Help

ePZB System Home ePZB System Print Page Tools

ezInfo Welcome Accounting Addressing Building

Update Financial Data

Refund No: Division: Requested By Staff: Requested By Payor:

Date From: Date To: Status:

Refund No	Division	Entered Date	Requested By Staff	Requested By Payor	Status	Admin	Ind	
2010-66	PZ&B Build...	05/12/2010	JBOATWRI		Final	N		Update Data
2010-157	PZ&B Zonin...	06/14/2010	WSANDERS		Final	N		Update Data
2010-166	PZ&B Build...	06/15/2010	MSTONEHI		Final	N		Update Data
2010-167	PZ&B Zonin...	06/15/2010	WSANDERS		Final	N		Update Data
2010-180	PZ&B Admin...	06/22/2010	HHICKMAN		Final	N		Update Data

Page: [1]

Register Management

Collection Management

Inter-Departmental Billing

Reconciliation

Dishonored Payments

Refunds

- ▶ New Refund Request
- ▶ Open Refund Request
- ▶ View Refund
- ▶ Process Refund
- ▶ Void Refund
- ▶ Update Financial Data

Misc Fees

Queries

- ▶ Receipt No
- ▶ Refund No
- ▶ Tracking No
- ▶ Tracking No History
- ▶ Bid Payment History
- ▶ Bid Cashier Sign In/Off
- ▶ CCREN Details

Log Out

Home | [Log Out](#) | [Contact Us](#) | [Help](#) © 2001 Palm Beach County - Planning, Zoning, & Building

Unknown Zone (Mixed) 100%

Exhibit 44

Update Financial Data

Refund No: 2010-66

Division: PZ&B Building Division				Tracking No: B-2009-021039-0000				
Entry Date: 05/12/2010				Entered By: JBOATWRI		Phone: 561-233-5123		
Last Mod. Date:				Last Mod. By:		Phone:		
Requested By: JBOATWRI				Payor Phone:		Payable To: IDEAL ROOFING SYSTEMS INC		
Mailing Address: 11101 S Crown Way 6 Wellington, Florida 33414								
Standard Reason: Staff Error-Change in Scope of Work								
Reason For Refund:								
Approval Comments: approved								
Preparer Comments:								
Reviewer Comments:								
Final Comments:								
PZB Account:	Assessed Amt	Amt Paid	Balance	Amt Available	Original AMS Acct	AMS Acct	Receipt No	Refund Amt
B-2009-021039-0000								
<input checked="" type="checkbox"/> 50240	54.00	54.00	0.00	54.00	1400-600-6...		2009-1123-9832	15.74
<input type="checkbox"/> 50260	54.00	54.00	0.00	54.00	1400-600-6...		No Receipt	0.00
<input type="checkbox"/> 55300	3.76	3.76	0.00	3.76	0001-2080-...		No Receipt	0.00
<input type="checkbox"/> 51090	5.00	5.00	0.00	5.00	1400-600-6...		No Receipt	0.00
<input type="checkbox"/> Building Misc. Fees					Original AMS Acct 1400-600-6...	AMS Acct	Amount	0.00
<input type="checkbox"/> Permit Fees					Original AMS Acct 1400-600-6...	AMS Acct	Amount	0.00
Requested Amount:		15.74	Processing Fees:		0.00	Actual Refund Amount:		15.74
Cash Receipt Details								
		CR Date 091124			CR No. 112409656			CR Amount 83,807.94
GAX Number & Fiscal Date								
GAX Date	GAX No.	Fiscal Year		Fiscal Period		Adj	History	
Refund Check Detail								
Check No	Check Date		Check Amount		Adj	History		
Approval Details								
User Id	Date		Phone		Status			
DBEASLEY	07/01/2010		561-233-5390		Division			
LOLMEIR	07/02/2010		561-233-5024		Preparer			
VWHITE	07/06/2010		561-233-5026		Reviewer			
PDA3OSTI@EPZB	07/06/2010				Fixed			

Exhibit 45

The screenshot shows the Palm Beach County Inside website in Microsoft Internet Explorer. The browser title is "Home - Microsoft Internet Explorer provided by Planning, Zoning & Building". The address bar shows "http://pbcportal.pbcgov.org/Pages/Default.aspx". The website header includes the Palm Beach County logo and the text "Palm Beach County Inside Employee Information Network". A navigation menu lists "PBC Inside", "Calendars", "Departments", "Forms", "News", "Publications", "Online Services", and "Online Training". The main content area is divided into several sections: "Employee Self Services" with links for Leave Request, Tuition Reimbursement, Universal Password System, Employee Info System (Compensation and Records, eGuide, HRIS, Little Black Book, MyBenefits, TED), and Upcoming Events (Financial Workshops, Retirement Seminars, HR Training); "PBC Inside News" featuring a photo of County Administrator Bob Weisman and a list of news items; "Employee Lookup" with a search box and a "Rate It!" survey; and "Communities" with links for PBC Leadership Community and PBC Technology Planning. At the bottom, there are banners for "Report ETHICS VIOLATIONS", "BUDGET", "REPORT FRAUD", and "SELL YOUR STUFF!". The status bar at the bottom indicates "Unknown Zone (Mixed)" and "100%".

Exhibit 46

The screenshot shows the AMS Advantage login page in Microsoft Internet Explorer. The browser title is "Welcome to AMS Advantage: LOGIN Microsoft Internet Explorer provided by Planning, Zoning & Building". The address bar shows "http://amsprd1.co.palm-beach.fl.us/webapp/Production/Advantage". The page features the AMS Advantage logo at the top left. The main content area contains a "Login" form with fields for "User ID:" and "Password:", and "Login" and "Reset" buttons. To the right of the form, there is a copyright notice: "Copyright © 2001, 2009 CGI Technologies and Solutions Inc. All Rights Reserved." and a disclaimer: "Use of this software is subject to CGI Technologies and Solutions Inc. license agreement." Below this, it states "AMS Advantage is a registered trademark of CGI Technologies and Solutions Inc." and provides links for "Forgot Your Password?" and "Add AMS Advantage to your Favorites". The status bar at the bottom indicates "Done" and "Internet" with "100%".

Exhibit 47

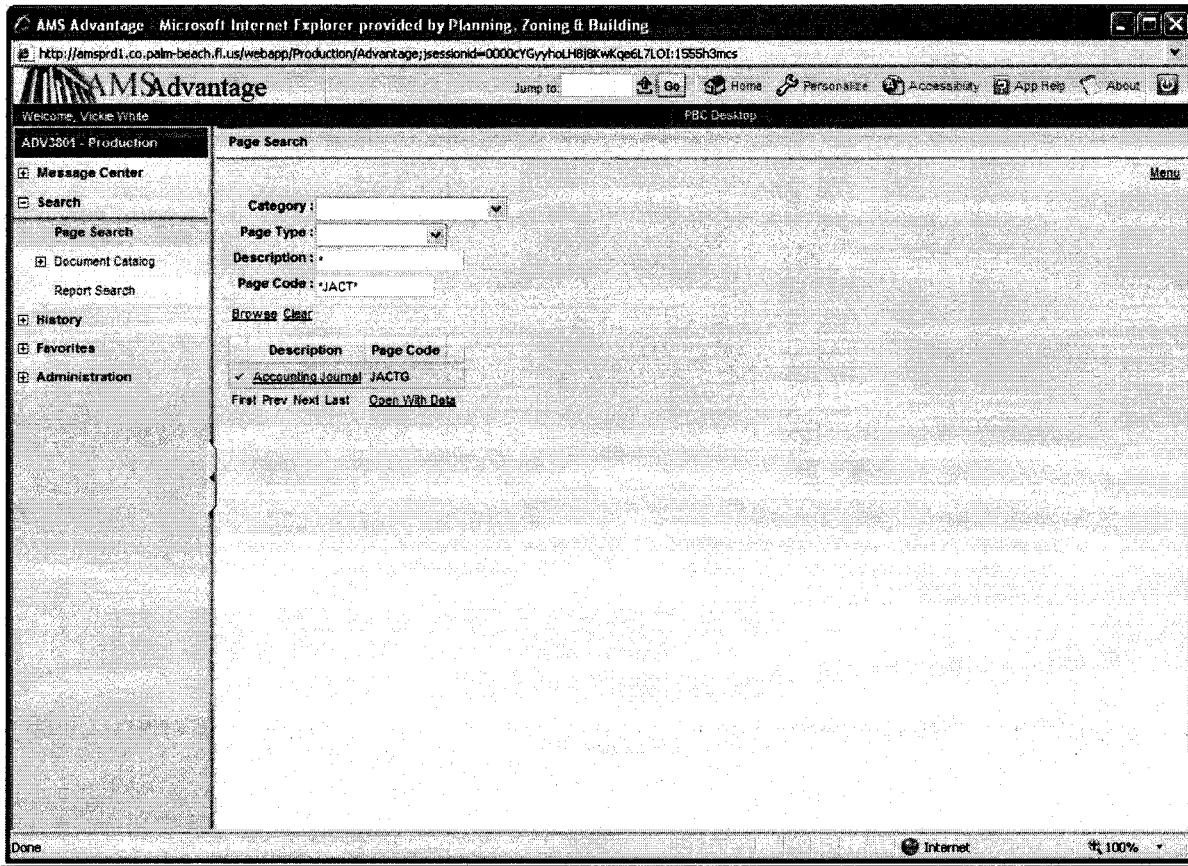


Exhibit 48

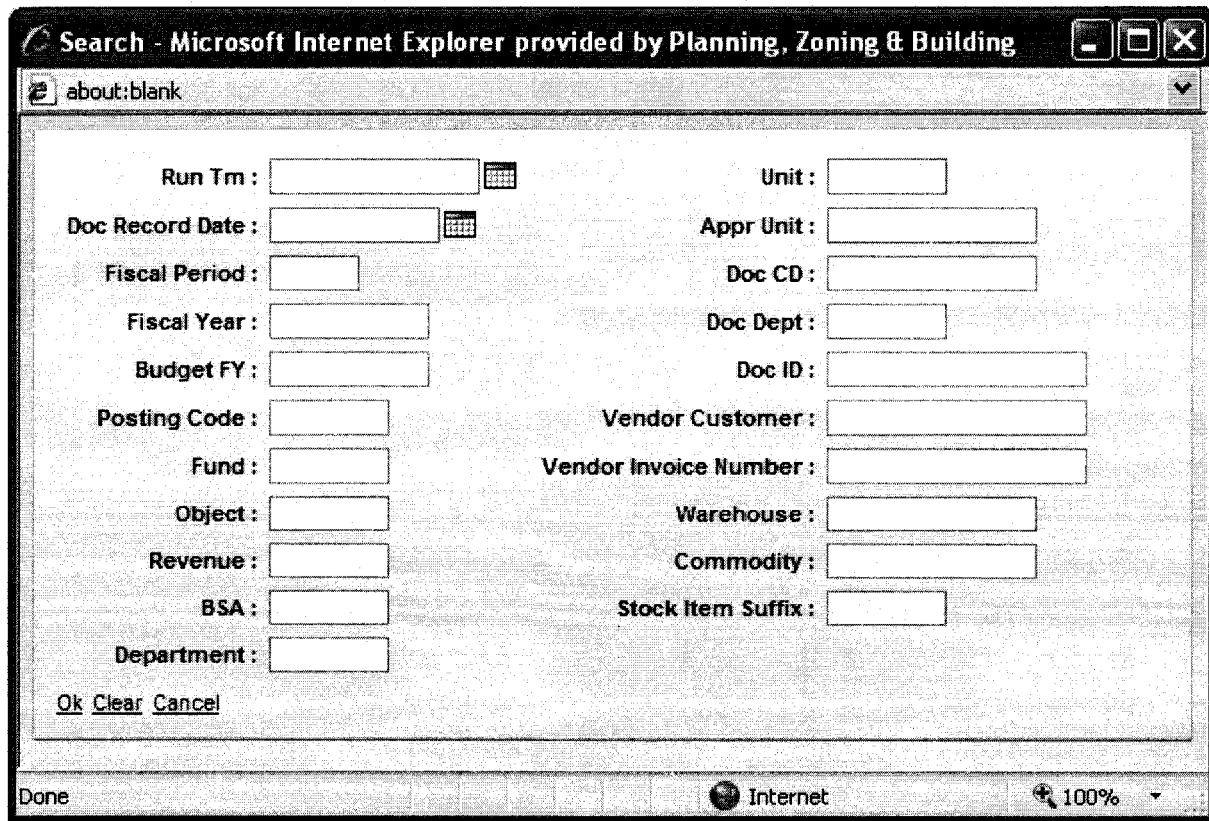


Exhibit 49a

AMS Advantage - Microsoft Internet Explorer provided by Planning, Zoning & Building

http://amsprd1.co.palm-beach.fl.us/webapp/Production/Advantage;sessionId=0000e24mH5m54_SNBWexyOfSw_1555h3oka

AMS Advantage

Welcome, Vickie White

ADV3804 - Production

Accounting Journal

Run Trn	Document	Doc Pstrng Ln	Dr/Cr	Pstrng Am
✓ 07/16/2010	GAX 200 SPJ0716100000003001.1	1	D	=15.74
07/16/2010	GAX 200 SPJ0716100000003001.1	1	C	=15.74
07/16/2010	AD 200 AD07161000000059834.1	2	D	=15.74
07/16/2010	AD 200 AD07161000000059834.1	2	C	=15.74
07/16/2010	AD 200 AD07161000000059834.1	1	C	=15.74
07/16/2010	AD 200 AD07161000000059834.1	1	D	=15.74

First Prev Next Last

Copy Search

Calculate Total Calculated Amount:

General Accounting

Doc Record Date: 07/16/2010 Posting Prin: A

Fiscal Period: 10 Posting Code: R003

Fiscal Year: 2010 Dr/Cr: 0

Budget FY: 2010 Ln Func: 0000000000

Fiscal Quarter: 4 Pstrng Am: =15.74

Event Category: AP Incr/Dcre: 1

Event Type: AP10 Run Trn: 07/16/2010

Bank Account: 01

Fund Accounting

Exhibit 49b

AMS Advantage - Microsoft Internet Explorer provided by Planning, Zoning & Building

http://amsprd1.co.palm-beach.fl.us/webapp/Production/Advantage;sessionId=0000e24mH5m54_SNBWexyOfSw_1555h3oka

AMS Advantage

Welcome, Vickie White

ADV3804 - Production

Cost Accounting

Other Chart of Accounts

COA Rollups

Document/Referenced Info

Miscellaneous

Stage Profile: [] Service From: 07/16/2010 []

Vendor Invoice Number: 2009-1123-9832 Service To: 07/16/2010 []

Vendor Invoice Line: 1 Warehouse: []

Vendor Invoice Date: 07/07/2010 [] Commodity: []

Vendor Customer: PLAN9999 Stock Item Suffix: []

Vendor Customer Indicator: v Reason: []

Vendor Customer Name: IDEAL ROOFING SYSTEM TIN: []

Billing Profile: [] TIN Type: []

Line Description: REF: BLOG PERMIT FEES: C Check Number: []

Miscellaneous 3: [] Reclassification: []

Exhibit 50

ePZB System -- AcciREFUpdateFinDataGaxAdd -- Webp...

Add GAX and Fiscal Data

Refund No: 2010-66

GAX YYMMDD*	GAX Number*	Fiscal Year*	Fiscal Period*
100716	3001	2010	10

Comments*

GAX-200-SPJD071610-3001

Save Cancel

Exhibit 51a

AMS Advantage - Microsoft Internet Explorer provided by Planning, Zoning & Building

http://amsprd1.co.palm-beach.fl.us/webapp/Production/Advantage;jsessionid=0000e24MhGm54_SNBWexyOf5W...1555h3oka

AMS Advantage

Welcome, Vickie White

ADV3204 - Production

Accounting Journal

Run Tm	Document	Doc Pstng Ln	Dr/Cr	Pstng Am
07/16/2010	GAX_200_SPJD0716100000003001.1	1	D	#15.74
07/16/2010	GAX_200_SPJD0716100000003001.1	1	C	#15.74
07/16/2010	AD_200_AD071610000000059834.1	2	D	#15.74
07/16/2010	AD_200_AD071610000000059834.1	2	C	#15.74
07/16/2010	AD_200_AD071610000000059834.1	1	C	#15.74
07/16/2010	AD_200_AD071610000000059834.1	1	D	#15.74

First Prev Next Last

Copy Search

Calculate Total Calculated Amount:

General Accounting

Doc Record Date: 07/16/2010 Pstng Prin: A

Fiscal Period: 10 Posting Code: R003

Fiscal Year: 2010 Dr/Cr: D

Budget FY: 2010 Ln Func: 1

Fiscal Quarter: 4 Pstng Am: #15.74

Event Category: ADIS Incr/Dcrs: 1

Event Type: DM0 Run Tm: 07/16/2010

Bank Account: 01

Fund Accounting

Exhibit 51b

AMS Advantage - Microsoft Internet Explorer provided by Planning, Zoning & Building
http://amsprd1.co.palm-beach.fl.us/webapp/Production/Advantage;sessionId=0000624MhSn54_SNBWexyOfsW_1555h3oka

AMS Advantage
Jump to: Home Personalize Accessibility App Help About

Welcome, Vickie White
PBC Desktop

ADV3301 - Production

- Message Center
- Search
 - Page Search
 - Document Catalog
 - Report Search
- History
- Favorites
- Administration

Cost Accounting

Other Chart of Accounts

COA Rollups

Document/Referenced Info

Miscellaneous

Stage Profile :	Service From : 07/16/2010
Vendor Invoice Number : 2009-1123-3832	Service To : 07/16/2010
Vendor Invoice Line : 1	Warehouse :
Vendor Invoice Date : 07/07/2010	Commodity :
Vendor Customer : PLAN9989	Stock Item Suffix :
Vendor Customer Indicator : V	Reason :
Vendor Customer Name : DEAL ROOFING SYSTEM	TIN :
Billing Profile :	TIN Type :
Line Description : REF-BLDG PERMIT FEES,C	Check Number : 00000002673964
Miscellaneous 3 :	Reclassification : <input type="checkbox"/>

Top

Internet 100%

Exhibit 52

ePZB System -- AcctREFUpdateFinDataAdd -- W...

Add Refund Check Details

Refund No: 2010-66

Check No*	Check Date*	Check Amount*
2573964	07/16/2010	15.74

Comments*

AD-200-AD071610-59834

Done Cancel