

A tall, white, lattice-structured water tower stands in a park-like setting. The tower has two cylindrical tanks at the top, with the word "GILBERT" written on the upper one. The background shows a clear blue sky, green trees, and a paved area with benches and tables.

One Stop Shop

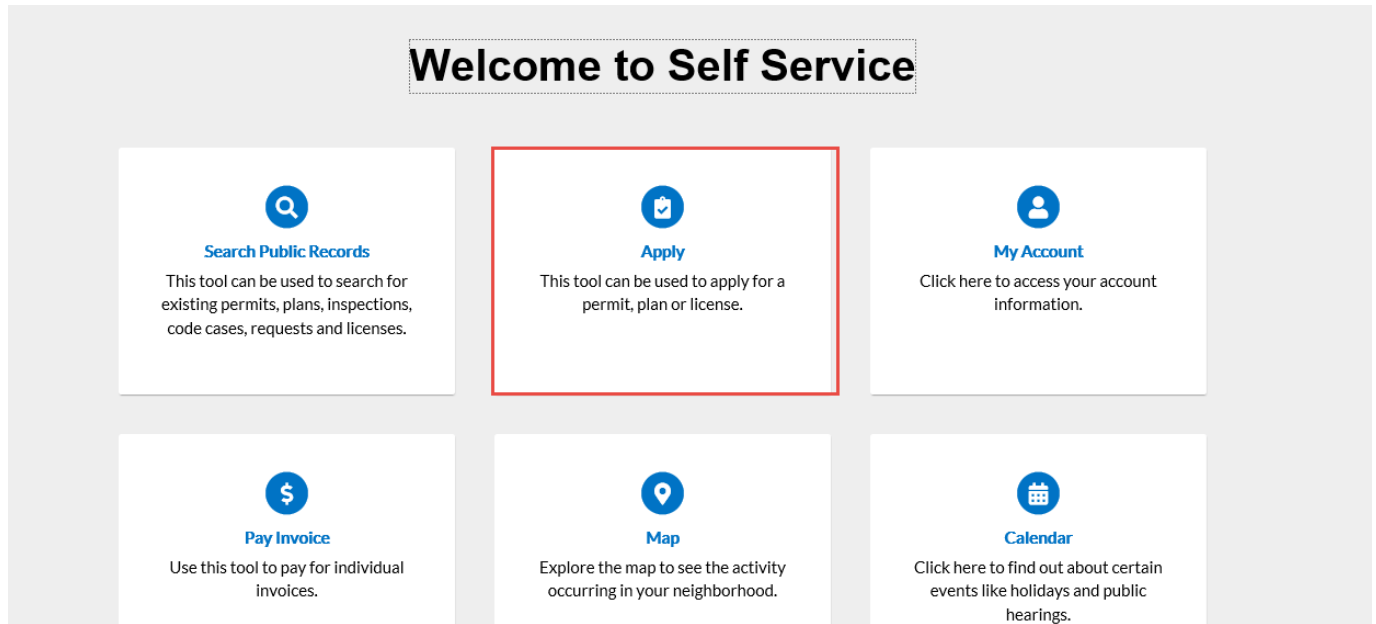
# HOW TO APPLY FOR A SIGN PERMIT

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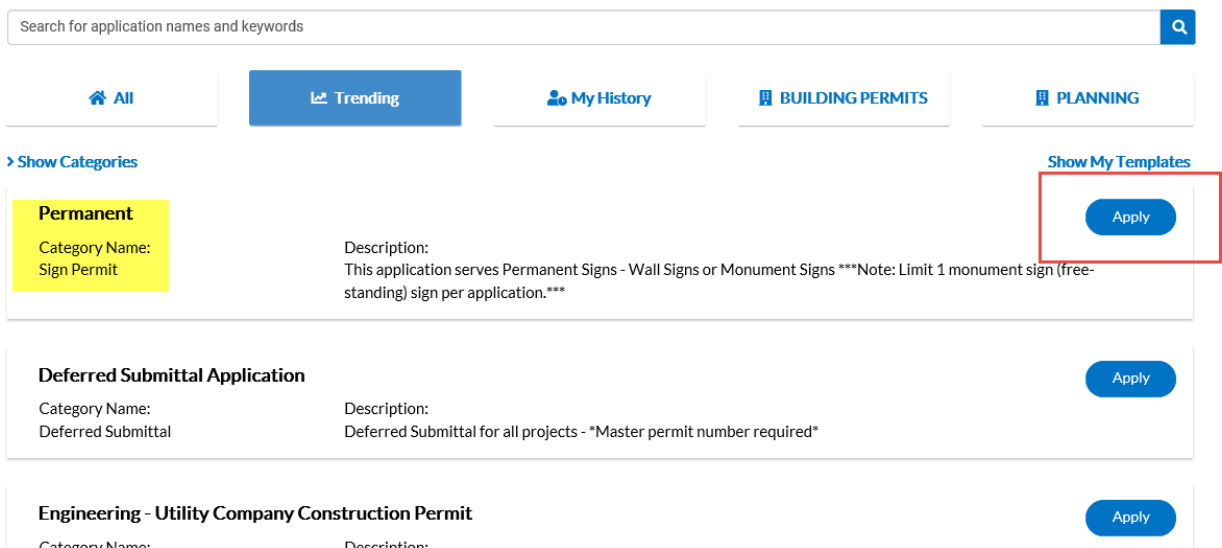
Visit [onestopshop.gilbertaz.gov](http://onestopshop.gilbertaz.gov)

**Note:** If you have not registered for an account on One Stop Shop, please refer to the *One Stop Shop Registration Guide* prior to applying for a Sign Permit.

After logging into One Stop Shop:



Click on **Apply**.



Locate the Sign Permit category and click **Apply**.

**NOTE:** If applying for multiple free-standing signs (i.e. monument or freeway sign) each sign will require its own application and fee.

Click on the blue tile to add the site location. Notice that this information is required.



**LOCATIONS**

A blue rectangular button with rounded corners. At the top, there is a search input field with the placeholder text 'Site Address' and a dropdown arrow on the right. Below the search field, the text 'Add Location' is centered. Underneath that is a large white plus sign (+). At the bottom of the button, the word 'REQUIRED' is written in white capital letters.

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The location can be added by **Address** or **Parcel Number**.  
In this example, a search is done on the Parcel Number where no address has been assigned.

Address Parcel **1**

---

**Parcel Information**

Search 30418010b **2**

Parcel Number	Section	Township	Range	Action
30418010B				<b>3</b> <input checked="" type="checkbox"/>

Results per page: 10 1 - 1 of 1 << < 1 > >>

**4**

**Associated Addresses**

Associated Addresses for Parcel - #30418010B +

Address	Action
No records to display.	

**5**

1. Click on the **Parcel** button.
2. Enter Parcel number.
3. Check the **Action** box.
4. Click on **Search Associated Addresses**.
5. As no associated addresses populated, click on **Add Selected**.

Make sure all parcel numbers for the project are entered. If needed, click on **Add Location** again to repeat for each parcel number. When finished, click **Next**.

LOCATIONS

<p><b>Parcel Number</b> 30418010B</p> <p><b>Main Parcel</b> <input checked="" type="checkbox"/></p> <p><input type="button" value="Remove"/></p>	<p>Site Address <input type="text"/></p> <p><b>Add Location</b></p> <p><input type="button" value="+"/></p>
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In this example, a search is done on the address.

Address Parcel

Add Address As Site Address

Search

### Address Information

1 Search 90 E Civic Center 2

Address	Action
230 E CIVIC CENTER DR GILBERT AZ 85296	Add
230 E CIVIC CENTER DR GILBERT AZ 85296	Add
90 E CIVIC CENTER DR GILBERT AZ 85296	3 Add

1. Enter address. It is best to only enter the street number and name, but not the street type such as Drive or Road.
2. Click on the **Magnifying Glass**. The results will list all similar addresses.
3. Choose the address by clicking on **Add**.

Enter as many addresses or parcel numbers as needed for the project. Once all locations have been added, click **Next**. At any point during the process, you can click on **Save Draft** and finish at a later time but the application will not be submitted to the Town of Gilbert until all steps have been completed.

### LOCATIONS

**Type: Site Address**  
90 E CIVIC CENTER DR,  
GILBERT, AZ, , 85296

**Main Address**

**Parcel Number**  
30424006H

**Main Parcel**

Remove

Site Address

Add Location

+

Save Draft Next

On the next screen:

Apply for Permit - Permanent

\*REQUIRED



PERMIT DETAILS

\* Permit Type: Permanent (dropdown)

Description: 100 sq ft wall sign (1)

\* Square Feet: 100 (2)

\* Valuation: \$500 (3)

Back Save Draft Next 4

1. Enter the description of the request.
2. Enter the total square feet of the requested signage.
3. Enter the total valuation.
4. Click **Next**.

This will advance to the **Contacts** screen. The registrant's contact information will default to the first contact card listed. Click on the blue tile to search for the required Owner contact.

CONTACTS

Applicant: Tracey Asher (You), 90 Civic Center, Gilbert.

Owner Add Contact (+) REQUIRED

Applicant Add Contact (+)

Back Save Draft Next

On the following screen:

1 search ashher 2

Sort Relevance

Favorite	First Name	Last Name	Address	Company	Email	Action
☆			1208 E MINERAL RD GILBERT AZ 85234	Courtney Asher	Courtney.Asher@onestopshop.com	Add
☆			2464 E HAMPTON LN GILBERT AZ 85295	Smashers LLC	Tracey@smashersllc.com	Add
☆	Tracey	Asher	90 Civic Center Gilbert 85296		Tracey.Asher@onestopshop.com	Add
☆			2206 E WILLIAMS GILBERT AZ 85295	Smashers	Tracey@smashersllc.com	Add

3

1. In the search box, type in Name, Email or Company Name.
2. Click on Magnifying Glass.
3. If the person, email, or company is an existing contact, click **Add**. If the contact is not found, they most likely have not yet registered for One Stop Shop and can be added manually.

1 Search Enter Manually My Favorites

Enter Manually

2

\* First Name

\* Last Name

Company Name

Email

\* Home Phone

\* Mobile Phone

\* Business Phone

3 Submit

1. Click on **Enter Manually**.
2. Enter required contact information.
3. Click **Submit**.

After all contacts have been entered, click **Next**.

CONTACTS

**Applicant**

Tracey Asher (You)

90 Civic Center, Gilbert,

**Owner**

Linda McGuire

2910 S Greenfield Rd, Gilber...

Remove

Applicant

Add Contact

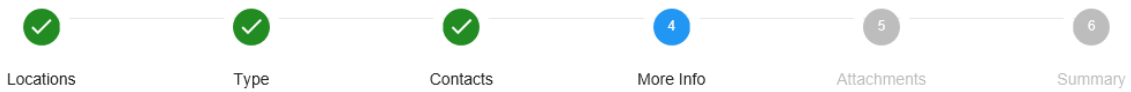
Back

Save Draft

Next

On the **More Info** page, add the information for each sign in the application. Click **Add Row** to begin entering the required information.

**NOTE:** If applying for multiple free-standing signs (i.e. monument or freeway sign) each sign will require its own application and fee.



MORE INFO

Sign Permit

[Next Section](#) | [Top](#) | [Main Menu](#)

Sign Info - Permanent Details

+ Add Row

Type of Sign - Permanent	Qty	Total Sq Ft / Area
--------------------------	-----	--------------------

Sign Permit Checklist and Requirements

[Sign Permit Checklist and Requirements](#)

MORE INFO

Sign Permit

[Next Section](#) | [Top](#) | [Main F](#)

Sign Info - Permanent Details

Type of Sign - Permanent	Qty	Total Sq Ft / Area
Type of Sign - Permanent	Qty	Total Sq Ft / Area
Wall Sign	1	25

Save    Cancel



1. Use dropdown menu to select **Type of Sign**.
2. Enter **Quantity**.
3. Enter **total Square Feet/Area**
4. Click **Save**.
5. Repeat as necessary for each sign by clicking on **Add Row**.

Sign Info - Permanent Details			+ Add Row
Type of Sign - Permanent	Qty	Total Sq Ft/Area	
Wall Sign	1	25	✎ 🗑

Sign Permit Checklist and Requirements
[Sign Permit Checklist and Requirements](#)

Office Use Only - DO NOT COMPLETE

[Previous Section](#) | [Top](#) | [Main Menu](#)

**Plan Format**

**Plan Review Type**

**Attachment Type**

A link to the **Sign Permit Checklist and Requirements** is provided. Please review prior to advancing to the next screen to upload attachments. Click **Next** when ready to proceed to next step.

**DO NOT** complete any information in the Office Use Only section. Standard Plan Review Type is the only type that is offered for Sign Permits.

On the **Attachments** screen, notice the tiles with **Required** showing – you will need to upload at least one **PDF Attachment** to each of the required tiles in order to proceed with your application. Make sure that the PDF's are single layer only, and exhibits are either 8.5" x 11" or 11" x 17". **DO NOT UPLOAD 24" X 36"**. You may add additional attachments outside of the required categories by using the last tile – choose the file type using the dropdown box. Click **Next** when you are done attaching all your files.

## Attachments

See Checklist and Requirements link on previous page for attachment details.

Landlord Approval Doc  
Add Attachment

+

REQUIRED

Sign Exhibits  
Add Attachment

+

REQUIRED

Site Plan (Max 11 X 17)  
Add Attachment

+

REQUIRED

Landlord Approval Doc ▾  
Add Attachment

+

Back

Save Draft

Next

On the **Summary** page, verify the information that has been entered is accurate and click **Submit**.

A message will appear that your permit application has been submitted successfully and a Permit Number has been assigned.

✓ Your permit application was submitted successfully. No fees are due at this time; we will review your application, and we will be in touch with you shortly. ✕

Permit Number: SIGN-2020-00044

[Permit Details](#) | [Tab Elements](#) | [Main Menu](#)

Type: Permanent

Status: Submitted Online

Project Name: ▾

Summary

Locations

Fees

Reviews

Inspections

Attachments

Contacts

Sub-Records

Holds

Meetings

More Info

### Progress



### Workflow

- Plan Specialist QC
- RFC - Email Customer
- Assess Fees / Build Invoice

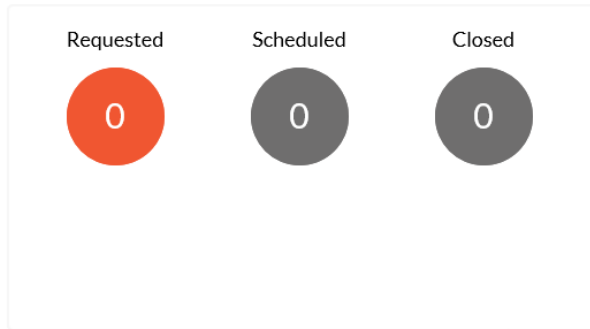
### Available Actions

After the submittal has been reviewed for completeness, you will receive an email instructing that the fees can now be paid.

## How to Pay an Invoice

From the **Dashboard**, click on **View My Invoices**.

## My Inspections



[View My Inspections](#)

## My Invoices

Current	0	\$0.00	<a href="#">Add To Cart</a>
Past Due	39	\$9,095.00	<a href="#">Add To Cart</a>
<b>Total</b>	<b>39</b>	<b>\$9,095.00</b>	<a href="#">Add To Cart</a>

[View My Invoices](#)


Click on the invoice you wish to pay.

Display  [Export](#) Sort

Invoice Number	Amount Due	Status	Case Number	Address	Select All
<a href="#">00023629</a>	\$115.00	Due	SIGN-2020-00035	90 E CIVIC CENTER DR GILBERT, AZ 85296	<input type="checkbox"/>
<a href="#">00023444</a>	\$150.00	Due	PPS-2019-00007	90 E CIVIC CENTER DR GILBERT, AZ 85296	<input type="checkbox"/>
<a href="#">00023412</a>	\$200.00	Due	PPA-2019-00002	3545 E PARKVIEW DR GILBERT, AZ 85296	<input type="checkbox"/>

After the following screen opens:

[Back](#)

Invoice Number: 00023655 [Add To Cart](#) 

Invoice Total: \$175.00  
Status: Due Invoice Date: 07/29/2020 Due Date: 07/29/2020  
Description: NONE

[Primary Fees](#) [Misc Fees](#) [Payments](#) [Attachments](#) [Contacts](#)

Primary Fees Sort

Fee Name	Fee Total	Amount Due	Case Number	Case Type	Notes
Wall Signs	\$175.00	\$175.00	SIGN-2020-00044	Permit	Wall Signs

1. Click on the **Printer Icon** if needed to save or print a copy of the invoice.
2. Click **Add to Cart**.

A new screen will open. Click on **Check Out**.

[Back](#)

Shopping Cart

Total \$200.00

Check Out

Invoice: 00023473  
Due Date: 01/15/2020

Description: NONE  
Billing: Asher, Tracey  
Contact:

Case Number	Project	Case Address	Amount Due
PPA-2020-00009		90 E CIVIC CENTER DR GILBERT AZ 85296	\$200.00

\$200.00  
Remove  
Top | Main Menu

Total \$200.00

Check Out

The MyGovPay website will open. Enter the **Payment Details** and click **Pay Now**.

Gilbert, AZ

Order Number: 120

Wednesday, January 15, 2020

EnerGov TEST MyGovPay

Invoice #	Item Description	Quantity	Unit Price	Total Price
00023473	NONE	1	\$200.00	\$200.00
Item Total:				\$200.00
Convenience Fee:				\$6.20
<b>Order Total:</b>				<b>\$206.20</b>

Payment Details

\*all fields are required

Cardholder Name  Billing Street  Billing Zip Code

Card Type  Card Number  Expiration Date

CVV Code

Pay Now - \$206.20

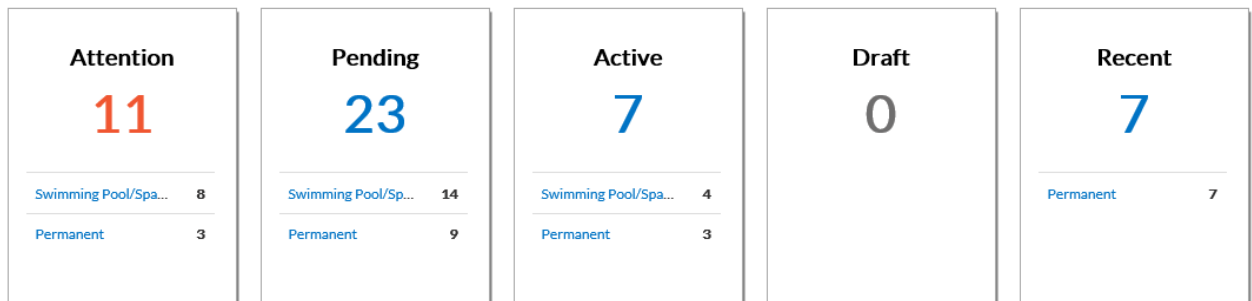
**Please Note:** A convenience fee will be added when paying online by credit card. You may pay by debit card with no convenience fee by calling (480) 503-6700. Please have Permit Number when calling.

Once the invoice is paid, you will automatically be logged out of One Stop Shop.

## How to Retrieve Redlines and Upload Revised Exhibits

From the **Dashboard**, there are several ways to view Permits. You can click on the tiles under **My Permits** or the Permit/Plan specific links or **View My Permits**. In this instance, we will search for the Sign Permit via **View My Permits**.

### My Permits



[View My Permits](#)

From here, you can search by either:

My Permits

1 Search for permit number, project, or address    Exact Match

Display  Select Case Type 2   Sort

Permit Number	Project	Address	Permit Type	Status	Attention Reason
<a href="#">SIGN-2020-00011</a>		3890 E BAARS AVE GILBERT, AZ 85297	Permanent	Pending	
<a href="#">SIGN-2020-00012</a>			Permanent	Pending	
<a href="#">SIGN-2020-00035</a>		90 E CIVIC CENTER DR GILBERT, AZ 85296	Permanent	Attention, Recent, Pending	<a href="#">Unpaid Fees</a>
<a href="#">SWIM-2019-00014</a>		90 E CIVIC CENTER DR GILBERT, AZ 85296	Swimming Pool/Spa - New	Attention, Pending	<a href="#">Unpaid Fees</a>

1. Typing in the Sign Permit number.
2. Filtering the list by Case Type.
3. Searching the list of Permits that have been applied for.

Click on the **Permit Number**.


Permit Number	Project	Address	Permit Type	Status	Attention Reason
<a href="#">SIGN-2020-00038</a>		90 E CIVIC CENTER DR GILBERT, AZ 85296	Permanent	Attention, Recent, Pending	<a href="#">Unpaid Fees</a>
<a href="#">SIGN-2020-00039</a>		90 E CIVIC CENTER DR Gilbert, AZ 85296	Permanent	Attention, Recent, Pending	<a href="#">Unpaid Fees</a>
<a href="#">SIGN-2020-00044</a>		90 E CIVIC CENTER DR Gilbert, AZ 85296	Permanent	Attention, Recent, Pending	<a href="#">Unpaid Fees</a> <a href="#">Failed Reviews</a>
<a href="#">SIGN-2020-00045</a>	Planet Fitness	90 E CIVIC CENTER DR Gilbert, AZ 85296	Permanent	Attention, Recent, Pending	<a href="#">Unpaid Fees</a>
<a href="#">SIGN-2020-00056</a>		50 E CIVIC CENTER DR Gilbert, AZ 85296	Permanent	Attention, Recent, Pending	<a href="#">Failed Reviews</a>

Click on the **Attachments** button.

Locations Fees Reviews Inspections **Attachments** Contacts Sub-Records Holds Meetings More Info

[Attachments](#) | [Next Tab](#) | [Permit Details](#) | [Main Menu](#)

**Attachments** Sort: Needs Action ▾



**Attachment**

[Sign Permit - 1st Review Redlines.pdf](#)  
Uploaded: 06/25/2020

Landlord Approval Doc ▾

+

Supported: pdf, zip

Click on the tile that has a link to the redlined exhibit. Clicking on the link will open the file in your PDF viewing software which then can be saved to your computer. Once the corrections have been made, return to this screen and upload the corrected version by clicking on the blue **Add Attachment** tile. Choose from the dropdown the type of exhibit that is being uploaded, and then follow the same steps as you did for the original submittal. Town staff will be notified automatically upon resubmittal of files.

## How to Access the Approved Permit

Once you have received an email that your permit has been approved, navigate back to the permit from the **Dashboard** using one of the previously described methods and click on the Permit Number.

## My Permits

Search for permit number, project, or

Display

Select Case Type

Export

Sort

Permit Number	Project	Address	Permit Type	Status	Attention
SIGN-2020-00035		90 E CIVIC CENTER DR GILBERT, AZ 85296	Permanent	Active, Recent	

Click on the **Printer Icon** to open the Permit.

Permit Number: SIGN-2020-00035



[Permit Details](#) | [Tab Elements](#) | [Main Menu](#)

Type: Permanent      Status: Issued      Project Name:

- Summary
- Locations
- Fees
- Reviews
- Inspections
- Attachments
- Contacts
- Sub-Records
- Holds
- Meetings
- More Info

### Progress

64% Completed

- Completed
- In Progress
- Not Started

### Workflow

- Issue Permit - Passed
- Fee Verification/Build Invoice - Passed : 06/22/2020
- Plan Specialist QC - Passed : 06/22/2020
- RFC - Email Customer - Passed : 06/22/2020
- Sign Permit [Permanent] Review - Passed : 06/25/2020

### Available Actions

- Request Inspection  
CC - FOOTING
- Request Inspection  
CC - FINAL INSPECTION

The Permit will open in a new window for saving or printing.



**DEVELOPMENT SERVICES PERMIT**

Permit #: SIGN-2020-00036  
Issue Date: 06/30/2020  
Expires: 12/28/2020

Track your permit online @ <https://www.gilbertaz.gov/energov>

---

Permit Type: Sign Permit - Sign Permanent  
Remarks: New sign for fitness center

---

Job Address: 90 E Civic Center Dr  
GILBERT, AZ 85296

Parcel #: 30424006H      Lot #:      Subdivision: Boundary Survey of Town Hall Site

---

Contact Type	Name	Address	Phone
Applicant	Tracey Asher		
Owner	linda mcguire		

---

Fees:	Wall Signs	\$115.00
	<b>Total Calculated:</b>	<b>\$115.00</b>

That's it! You have now successfully received your permit. Return to this screen after the sign has been installed and you are ready to request the inspection.