

Tempe Citizen Access Portal Planning Project Online Submittal How to Guide



THIS STEP-BY-STEP GUIDE WILL ASSIST YOU WITH THE PLANNING PROJECT ONLINE SUBMITTAL PROCESS.

LOGIN

- If you have not already done so, please [create an account](#) with the [Tempe Citizen Access \(TCA\) Portal](#).
- Once an account is created, proceed by logging in with your new credentials.

Welcome to Tempe's Citizen Portal
We are pleased to offer our citizens, businesses, and visitors access to government services online, 24 hours a day, 7 days a week.

In addition to our current services, Building Safety and Engineering Private Development are offering Residential permit applications via this portal. To access these services you will need to login to the system. The City of Tempe will be offering additional application submittals in the future.

[View project information use Search Application links below.](#)
[Applying for a permit or submitting a complaint](#)

If you are a new user you may [register](#) for a free Citizen Access account. It only takes a few simple steps and you'll have the added benefits of seeing a complete history of applications, access to invoices and receipts, checking on the status of pending activities, and more.

Login

User Name or E-mail:

Password:

[Login »](#)

Remember me on this computer

[I've forgotten my password](#)
[Register for an Account](#)

DASHBOARD

- The dashboard is where you can view items in your cart and applications in progress.
- Click the home button to start a brand-new application or navigate to the following URL if the home button is not visible: <https://epermits.tempe.gov/CitizenAccess/Default.aspx>

[Home](#) [Search](#) [New](#) [Schedule](#) [Return to City of Tempe Arizona](#)

[Announcements](#) [Logged in as: City Tempe](#) [Collections \(0\)](#) [Cart \(0\)](#) [Account Management](#) [Logout](#)

Search...

Hello, City Tempe

Saved in Cart (0) [View Cart](#)

There are no items in your shopping cart right now.

My Collection (0) [View Collections](#)

You do not have any collections right now.

Work in progress [View All Records](#)

Record Name	Record ID	Module	Creation Date	Action
No records found				

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CREATE AN APPLICATION

- Under the “Planning & Signs” header, select “Create an Application”.

Welcome City Tempe
You are now logged in.

What would you like to do today?
To get started, select one of the services listed below:

General Information Lookup Property Information Search for a Licensee	Building Safety Create an Application Search Applications Schedule an Inspection
Assessment Search Applications	Enforcement Search Applications
Private Development Engineering Create an Application Search Applications Schedule an Inspection	Planning and Signs Create an Application Search Applications Schedule an Inspection
Engineering Dry Utilities Create an Application Search Applications Request an Inspection	Traffic Complaints Submit a Complaint
Transportation and Residential Parking Create an Application Search Applications	

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REVIEW THE TERMS

- Please read and review the terms within the window.
- If you agree to the terms, check the box “I have read and accepted the above terms” and click “Continue Application” to proceed.

Online Application

An incomplete submittal will cause delays in processing. For additional information about the application process, please visit [Planning's Applications, Forms and Permits site](#).

NOTICE: All Planning and Sign submittals require staff review before a decision is rendered. You will be notified of the application status via email or phone, or you can check the status through our online portal. If there are any questions, please contact us at (480)350-4311.

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

General Disclaimer

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

I have read and accepted the above terms.

Continue Application »

SELECTING A PLANNING RECORD TYPE

- Click the “Planning” drop-down header and select the “Planning Project” button.
- Click “Continue Application” to proceed.

Select a Record Type

Choose one of the following available record types. For assistance or to apply for a record type not listed below please contact us at (480) 350-4311.

Planning

- Planning Project
- Preliminary Site Plan Review
- Sign Permit
- Subdivision Condo Plat
- Zoning Verification Letter

Continue Application »

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STEP 1 – Location Information>Location

- You can confirm the location of the request by using the interactive map, typing in the address, or typing in the Assessor Parcel Number (APN).

Planning Project

1 Location Information	2 Contacts	3 Project Information	4 Documentation	5 Review	6
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Step 1: Location Information>Location

Show Map

* indicates a required field.

Address

Please enter Unit Type and Unit Number after searching for address or parcel.

Street No.: * Direction: Street Name: * Street Type:

--Select-- --Select-- --Select-- --Select--

Unit Type: Unit No.:

--Select-- --Select--

City: State: Zip: Country:

United States

Search Clear

Parcel

Parcel Number: *

Subdivision: Lot: Block:

--Select-- --Select-- --Select--

Legal Description:

Search Clear

Owner

Owner Name: ?

Search Clear

Continue Application >> Save and resume later

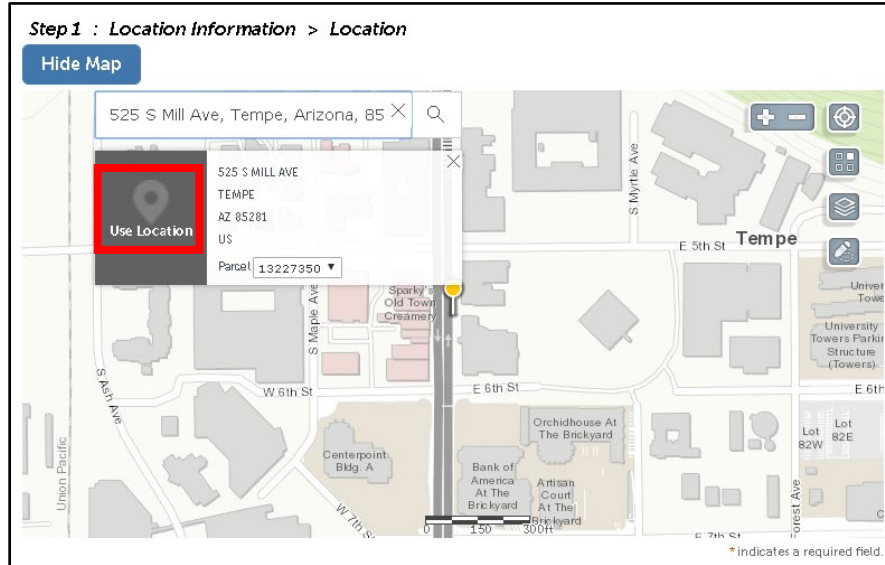
This bar indicates your submittal progress.

At any time throughout the application process you can save your progress and resume the application at a later time by clicking "Save and Resume Later" on the bottom right hand side of each step.

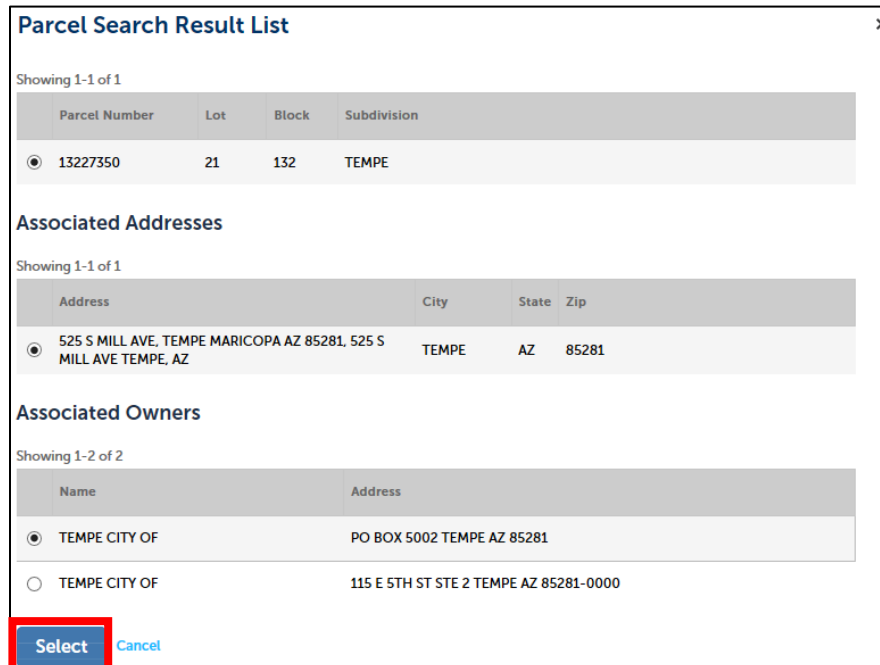
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- Use one of the following search methods to confirm the location of the request:
 - **Map Option**
 - To use the map, click “Show Map” and type in the address into the search bar or manually select a parcel within the map.
 - Once you have a parcel highlighted, click “Use Location” in the pop-up window.



- Confirm that the location information is correct in the pop-up window and click “Select”.



- The location information will now automatically populate.

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- **Address Option**

- Provide the address for your subject property under the “Address” header and click “Search”.
- If you find that the *Search by Address* result list comes up with no results, try leaving the “City”, “State”, and “Zip” fields empty or try the *Search by Parcel* option.

Street No.: * 525 Direction: s Street Name: * MILL Street Type: AVE

Unit Type: --Select-- Unit No.:

City: TEMPE State: AZ Zip: 85281- Country: United States

Search Clear

- Confirm that the location information is correct in the pop-up window and click “Select”.

Parcel Search Result List x

Showing 1-1 of 1

Parcel Number	Lot	Block	Subdivision
13227350	21	132	TEMPE

Associated Addresses

Showing 1-1 of 1

Address	City	State	Zip
525 S MILL AVE, TEMPE MARICOPA AZ 85281, 525 S MILL AVE TEMPE, AZ	TEMPE	AZ	85281

Associated Owners

Showing 1-2 of 2

Name	Address
TEMPE CITY OF	PO BOX 5002 TEMPE AZ 85281
TEMPE CITY OF	115 E 5TH ST STE 2 TEMPE AZ 85281-0000

Select Cancel

- The location information will now automatically populate.

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- **Parcel Option**

- Provide the parcel number for your subject property under the “Parcel” header and click “Search”.

Parcel

Parcel Number: *

Subdivision: Lot: Block:

Legal Description:

- Confirm that the location information is correct in the pop-up window and click “Select”.

Parcel Search Result List ✕

Showing 1-1 of 1

Parcel Number	Lot	Block	Subdivision
<input checked="" type="radio"/> 13227350	21	132	TEMPE

Associated Addresses

Showing 1-1 of 1

Address	City	State	Zip
<input checked="" type="radio"/> 525 S MILL AVE, TEMPE MARICOPA AZ 85281, 525 S MILL AVE TEMPE, AZ	TEMPE	AZ	85281

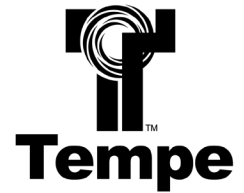
Associated Owners

Showing 1-2 of 2

Name	Address
<input checked="" type="radio"/> TEMPE CITY OF	PO BOX 5002 TEMPE AZ 85281
<input type="radio"/> TEMPE CITY OF	115 E 5TH ST STE 2 TEMPE AZ 85281-0000

- The location information will now automatically populate.

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STEP 2 – Contacts>People

- If you want to select the contact associated with your TCA account, under the Contact header, click “Select from Account”.

The screenshot shows a multi-step application process. Step 2, 'Contacts', is active. Below the step indicator, the text reads 'Step 2 : Contacts > People'. A note states '* indicates a required field.' The 'Applicant' section contains a red instruction: 'This is the main point of contact for all correspondence. To add a contact, click the Select from Account or Add New button. To edit a contact, click the Edit link.' At the bottom, there are four buttons: 'Select from Account' (highlighted with a red box), 'Add New', 'Look Up', and 'Continue Application >>'. A 'Save and resume later' button is also present.

- Select the “Associated Contact” button to auto-fill the contact with your information.

The dialog box is titled 'Select Contact from Account'. It instructs the user to 'Select a contact to attach to this application' and notes that multiple addresses can be selected. It shows 'Showing 1-3 of 3' results in a table:

Category	Type	Name
<input checked="" type="radio"/> Associated Contact	Contact	City of Tempe
<input type="radio"/> Associated Owner		TEMPE CITY OF
<input type="radio"/> Associated Owner		TEMPE CITY OF

The 'Associated Contact' row is highlighted with a red box, and a red arrow points to it. At the bottom, there are two buttons: 'Continue' (highlighted with a red box) and 'Discard Changes'.

- If you want to add a contact that is not associated with your TCA account, under the Contact header, click “Add New”.

The 'Contact' header section includes the instruction: 'To add new contacts, click the Select from Account or Add New button. To edit a contact, click the Edit link.' Below this, there are three buttons: 'Select from Account', 'Add New' (highlighted with a red box), and 'Look Up'.

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- Fill in all required information in the pop-up window and click “Continue”.

Contact Information

First: * Middle: Last: *

Name of Business:

Primary Phone:

Alternate Phone: Alternate Phone 2:

E-mail:

Address Line 1:

Address Line 2:

City: State: Zip:

[Discard Changes](#)

- Verify that the information is correct and click “Continue Application” to proceed.

Planning Project

1 Location Information	2 Contacts	3 Project Information	4 Documentation	5 Review	6
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Step 2 : Contacts > Contact Details * Indicates a required field.

Applicant

This is the main point of contact for all correspondence. To add a contact, click the Select from Account or Add New button. To edit a contact, click the Edit link.

✔ Contact updated successfully.

City of Tempe
City of Tempe
planning@tempe.gov
Home phone: 480-350-8652
Mobile Phone:
Work Phone:
Fax:
[Edit](#) [Remove](#)

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STEP 3 – Project Information>Application Information

- **Detail Information:**
 - Enter the name of the project in the “Project Name” field. Typically, projects are named after the property owner, business operator, addresses, or general location (*i.e. Ringer Enterprises Properties, The Hallman Residence, Ringer LLC, or 1 South Mill Avenue, Mill and 1st*).
 - Provide detail information pertinent to the requested planning entitlement(s) and type of project in the “Project Description” field.
- **Project Information:**
 - **General Site Information:**
 - Select “Use Type” from the dropdown menu.
 - If requested entitlement is for a Capital Improvement Project, enter a CIP Tracking Number.
 - If requested entitlement is for a public school, enter a Purchase Order Account Code.
 - Select “Request 1” type and “Request 1 Detail” from the dropdown menus. Another “Request” dropdown menu will appear below the first request in the event your Planning Project requires more than one entitlement.
- **Business Information:**
 - Business information is required when filing applications for a Use Permit, Use Permit Transfer, Sign Minor Development Plan Review, and Marijuana Establishment Use Acceptance.
- Click “Continue Application” to proceed.

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Step 2: Project Information > Application Information * indicates a required field.

Detail Information

Briefly describe the requested planning entitlement(s) and type of project, such as:

- Rezone and Planned Area Development Overlay for a new mixed-use development containing 150 dwelling units and commercial uses
- Development Plan Review for a new car wash / remodel of existing office building / landscape modification / new perimeter wall / exterior repaint
- Use Permit Standard to reduce the side yard building setback for a single-family home
- Use Permit to allow a drive-through restaurant / massage establishment / vehicle sales
- Administrative Application for shared parking / CC&R review / time extension

Project Name: *

Project Description: *

Project Information

GENERAL SITE INFORMATION

Use Type: * CIP Number: ?
 --Select--

PO/Account Code: ? SPR Number: ?

Request 1: * Request 1 Detail: *
 --Select-- --Select--

Business Information

Required for the following request types: Use Permits, Use Permit Transfer, Sign Minor Development Plan Reviews, and Marijuana Establishment Use Acceptance. Omission of business information may delay application intake.

Select from Account Add New Look Up

Continue Application » Save and resume later

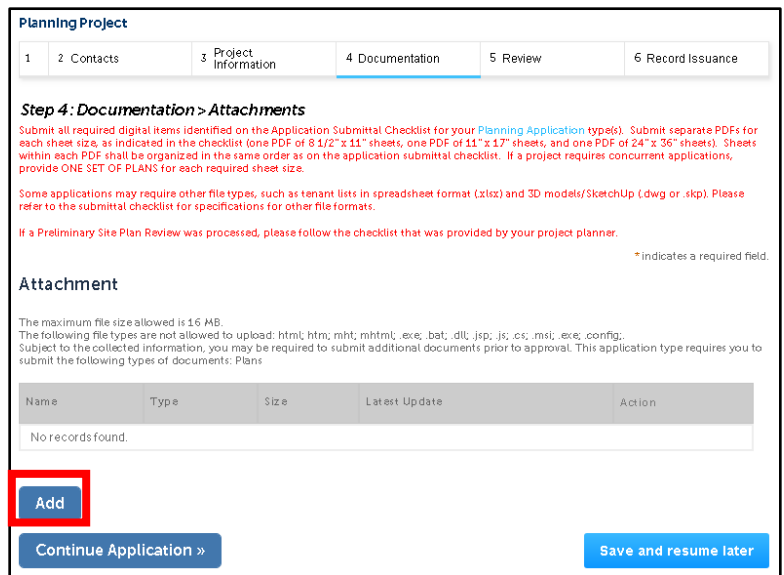
STEP 4 – Documentation > Attachments (Required)

- Attach all required digital items identified on the Application Submittal Checklist for your [Planning Application](#) type(s) in the following manner:
 - Submit separate sets of attachments for required document, as indicated in the applicable application checklist form(s). For example:
 - Attachment 1 shall consist of a PDF containing all required 8-1/2”x11” sheet size documents;
 - Attachment 2 shall consist of a PDF containing all required 24”x36” sheet size plans; and
 - Attachment 3 shall consist of a PDF containing all required 8.5”x11” sheet size plans.
 - Some applications may require other file types, such as tenant lists in spreadsheet format (.xlsx) and 3D models/SketchUp (.dae). Please refer to the submittal checklist for specifications for other file formats.
 - Sheets within each PDF shall be organized in the same order as on the application submittal checklist. If a project requires concurrent applications, provide ONE SET OF PLANS for each required sheet size.
 - If a Preliminary Site Plan Review was processed prior to submittal of this formal application, please follow the checklist that was provided by your project planner.
 - Label each attachment using attachment number followed by the Project Name (*i.e.* 1_ProjectName_Documents.pdf, 2_ProjectName_Plans_24x36.pdf, 3_ProjectName_Plans_8.5x11.pdf.).

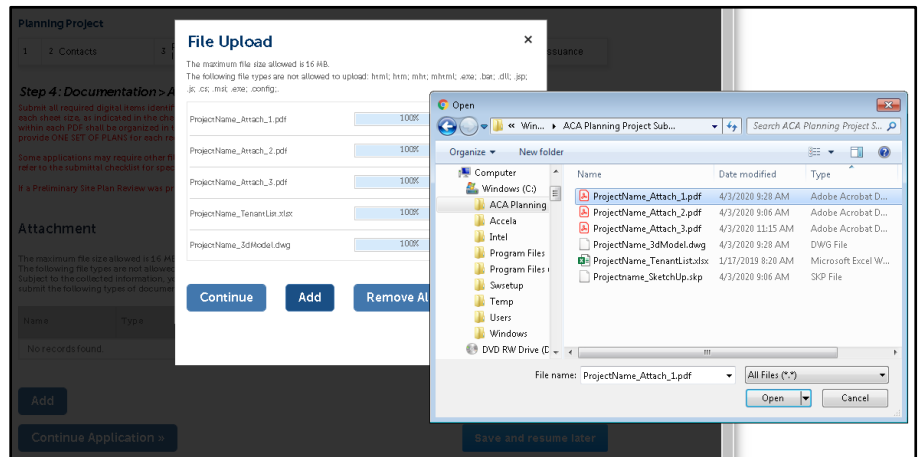
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- Other file types shall be labeled as above with the applicable file type extension then the file type (*i.e.* *4a_ProjectName_3D.dae*).
- Click the Attachment “Add” button to begin attaching required documentation.



- Multiple files can be uploaded at one time. Simply click the File Upload “Add” button to add more files.



- Once all files have been uploaded, click the File Upload “Continue” button to complete the file upload process. To start over, click the File Upload “Remove All” button.
- Next, identify the document type for each attachment using the “Document Type” dropdown menu. Description notes may be provided using the “Description” text box. Identify all attachments as “Submittals” which is the required documentation type for this type of submittal.

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1 Location Information 2 Project Information 3 Documentation 4 Review 5 Record Issuance

Step 3 : Documentation > Attachments

Submit all required digital items identified on the Application Submittal Checklist for your [Planning Application](#) type(s). Submit separate PDFs for each sheet size, as indicated in the checklist (one PDF of 8 1/2" x 11" sheets, one PDF of 11" x 17" sheets, and one PDF of 24" x 36" sheets). Sheets within each PDF shall be organized in the same order as on the application submittal checklist. If a project requires concurrent applications, provide ONE SET OF PLANS for each required sheet size.

Some applications may require other file types, such as tenant lists in spreadsheet format (.xlsx) and 3D models/SketchUp (.dwg or .skp). Please refer to the submittal checklist for specifications for other file formats.

If a Preliminary Site Plan Review was processed, please follow the checklist that was provided by your project planner.

* indicates a required field.

Attachment

The maximum file size allowed is 1000 MB.
The following file types are not allowed to upload: html; htm; mht; mhtml; .exe; .bat; .dll; .jsp; .js; .cs; .msi; .exe; .config.
Subject to the collected information, you may be required to submit additional documents prior to approval. This application type requires you to submit the following types of documents: Submittals

Name	Type	Size	Latest Update	Upload Date	Action
No records found.					

Document Type: * Remove

Submittals

File:
ProjectName_Attach_1.pdf
100%

Description:

Save Add Remove All

Continue Application » Save and resume later

- Once all attachments have been uploaded and characterized, click “Save” and then “Continue Application”. At this point, there is also one last opportunity to add more files if any were forgot from the previous step; simply click the “Add” button to add more files. To start over, click the “Remove All” button to remove all files and start all over.

100%

Description:

Save Add Remove All

Continue Application » Save and resume later

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- Next, a confirmation banner will appear if all attachments were uploaded successfully. If there were any issues, the banner will explain what went wrong with the upload. If everything looks okay, click the “Continue Application” button to continue.
- If attachments were forgotten, click the “Add” button to add missing files (final opportunity to do so).

1 Location Information
2 Project Information
3 Documentation
4 Review
5 Record Issuance

Step 3: Documentation > Attachments

Submit all required digital items identified on the Application Submittal Checklist for your Planning Application type(s). Submit separate PDFs for each sheet size, as indicated in the checklist (one PDF of 8 1/2" x 11" sheets, one PDF of 11" x 17" sheets, and one PDF of 24" x 36" sheets). Sheets within each PDF shall be organized in the same order as on the application submittal checklist. If a project requires concurrent applications, provide ONE SET OF PLANS for each required sheet size.

Some applications may require other file types, such as tenant lists in spreadsheet format (.xlsx) and 3D models/SketchUp (.dwg or .skp). Please refer to the submittal checklist for specifications for other file formats.

If a Preliminary Site Plan Review was processed, please follow the checklist that was provided by your project planner.

* indicates a required field.

Attachment

The maximum file size allowed is 1000 MB.
The following file types are not allowed to upload: html; htm; mht; mhtml; .exe; .bat; .dll; .jsp; .js; .cs; .msi; .exe; .config;.
Subject to the collected information, you may be required to submit additional documents prior to approval. This application type requires you to submit the following types of documents: Submittals

Name	Type	Size	Latest Update	Upload Date	Action
ProjectName_Attach_1.pdf	Submittals	27.13 KB	04/15/2021	04/15/2021	Actions ▼
ProjectName_Attach_2.pdf	Submittals	26.63 KB	04/15/2021	04/15/2021	Actions ▼
ProjectName_Attach_3.pdf	Submittals	23.16 KB	04/15/2021	04/15/2021	Actions ▼
ProjectName_TenantList.xlsx	Submittals	10.13 KB	04/15/2021	04/15/2021	Actions ▼
ProjectName_3dModel.dwg	Submittals	8.14 MB	04/15/2021	04/15/2021	Actions ▼

< Prev
1
2
Next >

Add

Continue Application »

Save and resume later

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STEP 5 – Review

- Review your application and verify that all information is correct.
- Once you have confirmed that the information is correct, click “Continue Application” to complete the submittal.

1 Location Information
2 Project Information
3 Documentation
4 Review
5 Record Issuance

Step 4 : Review

Continue Application »
Save and resume later

Please review all information below. Click the "Edit" buttons to make changes to sections or "Continue Application" to move on.

Record Type

Planning Project

Address Edit

31 E 5TH ST
TEMPE AZ 85281
United States

Parcel Edit

Parcel Number: 13205004M
Block: 132
Legal Description: TH 1/4 S 300' SW 4 SE 4 SE 4 LY S D W OF W LN PWR CON V TO USA IN DET 9 13/248 EX S 53' RD

Owner Edit

TEMPE CITY OF

Applicant Edit

City of Tempe
City of Tempe
31 E FIFTH ST
TEMPE, AZ, 852810000

Primary Phone: 4803504311
E-mail: planning@tempe.gov

Detail Information Edit

Project Name: Project Name
Project Description: Project Description

Project Information Edit

GENERAL SITE INFORMATION

Use Type: Commercial
PD/Account Code:
Request 1: Minor Development Plan Review
Request 2:

CIP Number:
SPR Number:
Request 1 Detail: Repaint

Business Information Edit

Attachment Edit

The maximum file size allowed is 1000 MB.
The following file types are not allowed to upload: .html, .htm, .mht, .mhtml, .exe, .bat, .dll, .jpg, .js, .css, .xml, .doc, .config.
Subject to the collected information, you may be required to submit additional documents prior to approval. This application type requires you to submit the following types of documents: Submittals

Name	Type	Size	Latest Update	Upload Date	Action
ProjectName_Attach_1.pdf	Submittals	27.13 KB	04/15/2021	04/15/2021	Actions ▾
ProjectName_Attach_2.pdf	Submittals	26.63 KB	04/15/2021	04/15/2021	Actions ▾
ProjectName_Attach_3.pdf	Submittals	23.16 KB	04/15/2021	04/15/2021	Actions ▾
ProjectName_TerminList.xlsx	Submittals	10.13 KB	04/15/2021	04/15/2021	Actions ▾
ProjectName_SdModel.dwg	Submittals	8.14 MB	04/15/2021	04/15/2021	Actions ▾

« Prev 1 2 Next »

I hereby attest that this application is accurate and the submitted documents are complete. I acknowledge that if the application is deemed incomplete, it will not be reviewed until all missing items are provided. Failure to submit missing items within sixty (60) days may result in a decision by the Planning Division to void the application and require a new application for the proposed project, including fees. Such a decision shall be subject to an administrative appeal and shall not be construed as denial of the application. By checking the box below, I understand and agree that I am electronically signing and filing this application.

By checking this box, I agree to the above certification.

Date:

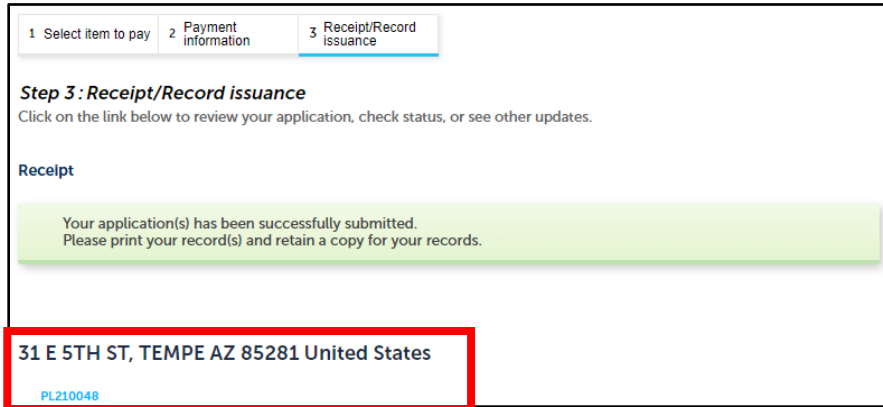
Continue Application »
Save and resume later

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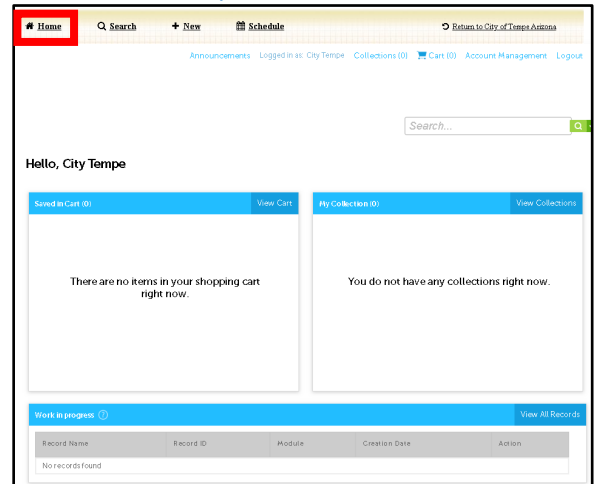
STEP 6 – Payment

- Once the planning project has been submitted, the following screen will display the project address and the assigned tracking number at the bottom.

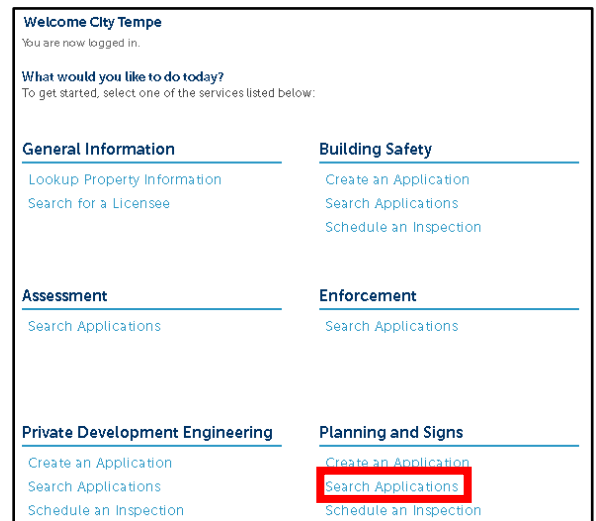


- The Permit Center will then invoice all applicable fees for the submitted Planning Project.
- The contact of record for the project submittal will be notified by email when the fee(s) are ready for payment.
- When ready for payment, proceed by signing in with your credentials on the [Tempe Citizen Access Portal](#).
- Click the home button to or navigate to the following URL if the home button is not visible:

<https://epermits.tempe.gov/CitizenAccess/Default.aspx>



- Next, click “Search Applications” under the “Planning and Signs” header in the right-hand column.



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- All project submittals processed under the Tempe Citizen Access account will be listed under records. Click the “Pay Fees Due” link under the “Action” column on the right-hand side. If your record is not listed, you may search for it by Permit or Record Number, Project Name, Date Range, or Address in the “General Search” section.

Records

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

<input type="checkbox"/>	Date	Record Number	Record Type	Description	Project Name	Status	Action	Short Notes
<input type="checkbox"/>	04/29/2020	PL200086	Planning Project	DEVELOPMENT PLAN REVIEW TO INSTALL BENCHES	CITY OF TEMPE	Applied	Pay Fees Due	

Search for Records

Records prior to April 2015 may not be as comprehensive. Please contact Planning at (480) 350-8331 for more information.

Enter information below to search for records.

- Site Address
- Parcel Number
- Permit or Record Information

Select the search type from the drop-down list.

General Search

Permit or Record Number:

Record Type:

Project Name:

Start Date: End Date:

Street No.: Direction: Street Name: Street Type:

Unit Type: Unit No.: Parcel No.: Lot:

City: State: Zip:

General Search

Search my records only

Search All Records

- The next page will be the check out page. Verify all listed application fees and quantities then click “Check Out” at the bottom. Contact the permit center if there are any discrepancies with the invoiced fees.

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

Application Fees

Fees	Qty.	Amount
Development Plan Review - Repaint or Minor Elevation Modification (Enter 1)	1	\$283.00
Training & Technology Fee	283	\$25.00

TOTAL FEES: \$308.00

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

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CART – STEP 3: Receipt/Record Issuance

- Your application has been successfully submitted.
- A confirmation email will be sent to the email address on record for the TCA account.
- You can click the link of your newly created PL tracking number to review your application, view the receipt, and check the status of your request.

Receipt

Your application(s) has been successfully submitted.
Please print your record(s) and retain a copy for your records.

525 S MILL AVE, TEMPE AZ 85281 United States

PL200086

- Click on the “View Details” link to open the receipt.

Record PL200086
Planning Project

[Add to cart](#)
[Add to collection](#)

Record Info ▾ | **Payments ▾** | Custom Component

Fees

Paid:

Date	Invoice Number	Amount	
08/08/2019	603538	\$0.00	View Details

- It is recommended that you save/print a copy of the receipt for your records.
- Administrative completeness reviews are processed within 2 business days of payment.

If you have issues or questions at any point throughout the Planning Project submittal process, please contact the Planning Division at (480) 350-4311 or planning@tempe.gov. Thank you for doing business in Tempe!