

# FIRE PERMIT APPLICATION

## ePERMITS USER GUIDE

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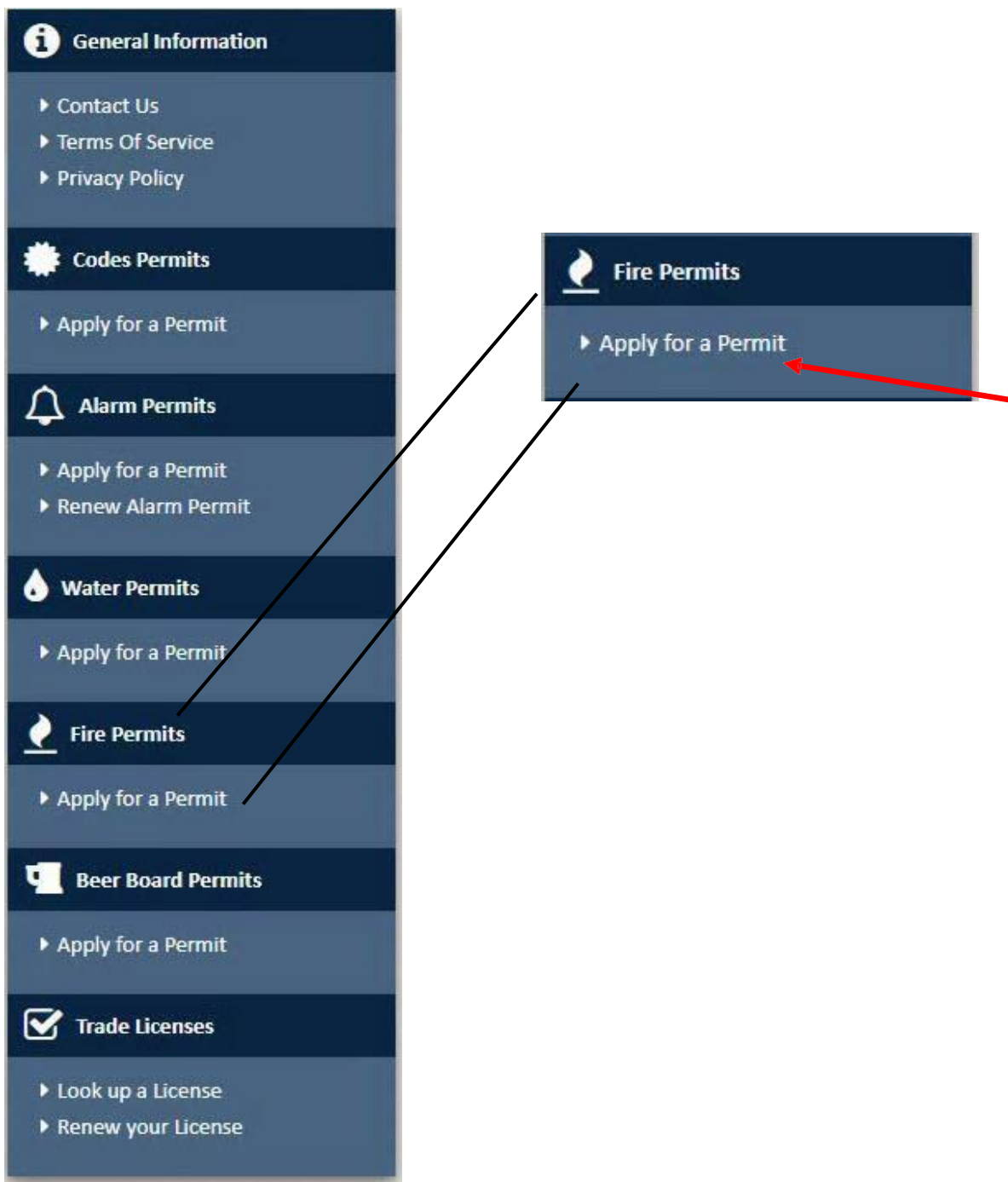
## ePermits

Customers may utilize the ePermits site <https://epermits.nashville.gov> to apply, pay for and renew many types of Metro Government permits. This document outlines the customer processes for Fire Permit Applications.

**NOTE:** ePermits **ONLY** accepts payment via credit/debit card. Payments online will automatically incur a 2.3% convenience fee. This fee is collected by a third-party processor. Metro does not receive any part of the fee. By making an online payment, you have acknowledged you understand the convenience fee will be charged as calculated above and you have agreed to pay the fee.

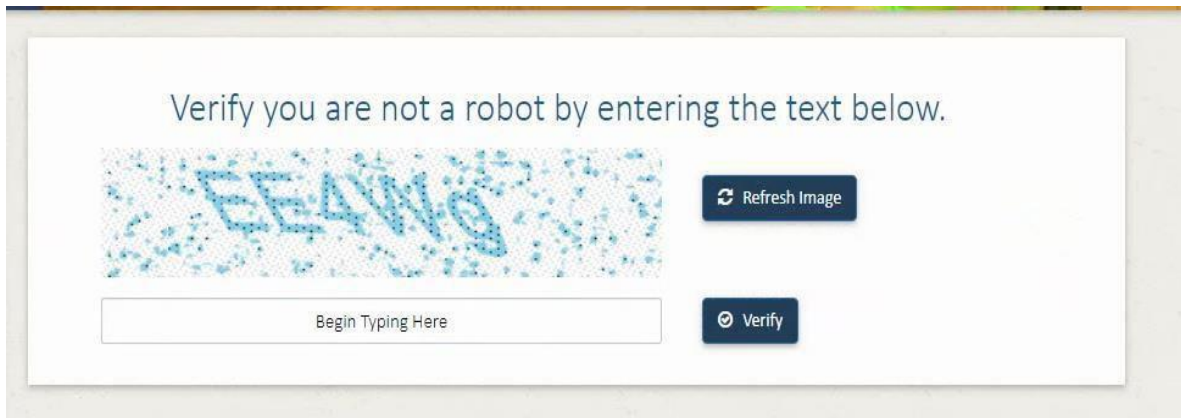
## Apply for A New Fire Permit

1. The ePermits site has an options menu on the left-hand side of the screen.





2. Selecting **Apply for a Permit** under the **Fire Permits** section will display the permit type section. Verify you are not a robot by completing the captcha challenge.



Verify you are not a robot by entering the text below.

EE4W0

Refresh Image

Begin Typing Here

Verify

The image shows a web-based captcha challenge. At the top, a text prompt reads "Verify you are not a robot by entering the text below." Below this is a rectangular image containing the alphanumeric string "EE4W0" in a blue, pixelated font. To the right of the image is a dark blue button with a circular arrow icon and the text "Refresh Image". Below the image is a white text input field with the placeholder text "Begin Typing Here". To the right of the input field is another dark blue button with a checkmark icon and the text "Verify".

### 3. Permit type section.

The screenshot shows a web form for selecting a permit type. It has two dropdown menus at the top. The first dropdown, labeled 'A', is titled 'What type of Permit are you applying for?' and has 'FDPERMIT - Fire Department Permits' selected. The second dropdown, labeled 'B', is titled 'What is the sub-type of Permit are you applying for?' and has 'FDBLASTING - Fire Dept FMO Blast' selected. Below these is a text input field labeled 'C' with the placeholder 'Please enter the Business Name'. Underneath is a section titled 'Terms & Conditions' containing a paragraph of text and a checkbox labeled 'D' with the text 'I understand that checking this checkbox means I have agreed to the terms and conditions above.' At the bottom right, there is a legend '\* are required', a '< Back' button, and a 'Next >' button labeled 'E'. A 'Cancel' button is at the bottom left.

- A. The permit type **FDPERMIT – Fire Department Permits** will be pre-selected
- B. Select the sub-type of Permit desired. A description of each permit sub-type is below.

FDBLASTING	Blasting Permit
FDAIRCRTN	Air Curtain Permit
FDCNSTRRLR	1 Year Concession Trailer Permit
FDLPG	LPG Propane Permit
FDPYRO	Pyro and Flame Effect Permit
FDSPEVW TCH	Special Event Fire Watch Permit
FDTENT	Tent Permit

- C. Enter the business, event or truck name, such as Tootsie’s Orchid Lounge or Red Cross Benefit. Note, this field will show on the permit.

A close-up of the text input field labeled 'C' with the placeholder text 'Please enter the Business Name'.

- D. Accept the **Terms and Conditions** by reading the terms and clicking the box stating ***I understand that checking this checkbox means I have agreed to the terms and conditions above.***

A close-up of the checkbox labeled 'D' with the text 'I understand that checking this checkbox means I have agreed to the terms and conditions above.'.

- E. Click **Next >** to proceed to the next step. All required fields must be entered before clicking **Next >**.

A close-up of the bottom right of the form showing the legend '\* are required', a '< Back' button, and a 'Next >' button.

4. All screens display the steps the user will complete to apply for a permit. The current step is always highlighted in a darker blue. The current step is also displayed in the upper-right corner of the screen.

1. Permit
2. Select Address
3. Basic Information
4. Documents, Plans, Images
5. Detailed Info
6. Application Overview
7. Payment
8. Print Permit

5. The next step is to select the address where the permit will be located. You will be asked up to three questions about your knowledge of the permit location.

A. If you know the address, click **Yes** under the question “**Do you know the full address of the location for this permit?**” Otherwise, click **No**.

- i. When this option is chosen, you will enter the street name and street number for the address and click Search.

Street Number: 123  
Prefix: N,E,S,W  
Street Name: Example  
Type: AVE,ST,DR  
Post Dir: N,E,S,W

Buttons: Cancel, Return to address selection options, Search...

Checkbox: ☒ Address Inside of Davidson County

- ii. When the search returns results, the user will then choose the desired address by pressing the Select button in that row.

Step 1- Select Permit address

Street Number: 25  
Prefix: N,E,S,W  
Street Name: Lindsley  
Type: AVE,ST,RD  
Post Dir: N,E,S,W

Search...

Found 2 matches

ADDRESS	CITY	STATE/ZIP	PROPERTY OWNER	
25 LINDSLEY AVE	NASHVILLE	37210	OGDEN LAND COMPANY, LLC	Select
25 B LINDSLEY AVE	NASHVILLE	37210	OGDEN LAND COMPANY, LLC	Select

Results: 1-2 of 2

Buttons: Cancel, First, Previous, 1, Next, Last

- iii. If the address does not reside within Davidson County you will deselect “**Address Inside of Davidson County**” and enter your address information.

Street Number: 123

Prefix: N, E, S, W

Street Name: Example St

Type: AVE, ST, DR

Post Dir: N, E, S, W

City:

State: Tennessee

Zip:

Buttons: Cancel, Return to address selection options, Next >

☐ Address Inside of Davidson County

- B. If you do not know the address but do know the nearest intersection, click **Yes** under the question “**Do you know the intersection of the location for this permit?**” Otherwise, click **No**.

- i. When this option is chosen, you will enter each intersecting street name and click the Next button.

Street Name:

Intersecting Street Name:

Buttons: Cancel, Return to address selection options, Next >

- C. If you do not know the address or nearest intersection, click **Yes** under the question “**Would you like to select the address from the map?**”

- i. When this option is chosen, the user will find the desired permit location on the map.
- ii. Once the location is found on the map, place the marker (blue icon) at the permit location by clicking on the map at the desired location.





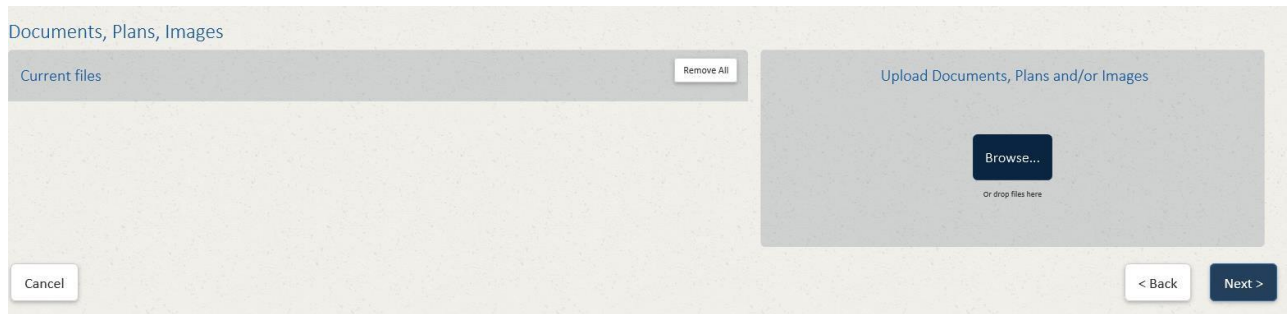


6. The next step involves identifying people associated with the application.
  - a. There must be one **Permit/License Applicant** added
  - b. There must be one **Responsible Party** added.
    - i. The Responsible Party Company Name or Name field (if the Company Name field is left blank) will show on the permit.

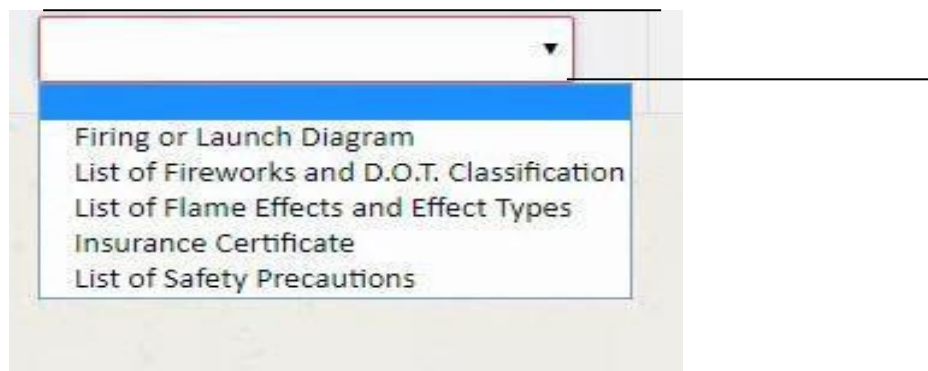
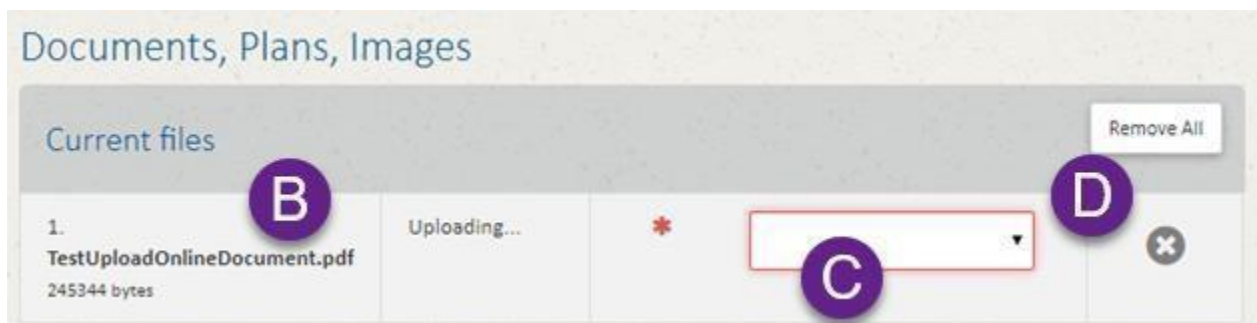
Applicant Information	Responsible Party Information
<div> <div>COPY FROM</div> <div>Contact</div> <div>Clear fields</div> </div>	<div> <div>COPY FROM</div> <div>Applicant</div> <div>Clear fields</div> </div>
Company	Company
<input type="text"/>	<input type="text"/>
Name	Name
<input type="text"/>	<input type="text"/>
Title	Title
<input type="text"/>	<input type="text"/>
Address	Address
<input type="text"/>	<input type="text"/>
City	City
<input type="text"/>	<input type="text"/>
State	State
<input type="text" value="Tennessee"/>	<input type="text" value="Tennessee"/>
Zip	Zip
<input type="text"/>	<input type="text"/>
Work Phone	Work Phone
<input type="text"/> *	<input type="text"/> *
Ext	Ext
<input type="text"/>	<input type="text"/>
Cell Phone	Cell Phone
<input type="text"/>	<input type="text"/>
Fax	Fax
<input type="text"/>	<input type="text"/>
Home Phone	Home Phone
<input type="text"/>	<input type="text"/>
Email	Email
<input type="text"/>	<input type="text"/>
<div>Cancel</div>	<div>* are required</div> <div>&lt; Back</div> <div>Next &gt;</div>

Role	Definition
Permit/License Applicant	The individual or business that is applying for the permit.
Responsible Party	The individual or business responsible for the event or business.

7. The next screen is where you will upload copies of any documentation regarding your application, such as a layout of the areas covered, business licenses, lease agreements, etc.
- A. Use the **Browse** button or the “Or drop files here” to add documents



- B. Added documents will appear under the **Current files** section on the left side.
- C. Some Permit Types will require you to select the type of document you are uploading from the drop-down list.
- D. Added files may be removed by clicking the “X” to the right of the file or clicking the **Remove All** button. The **Remove All** button will remove all attached files.



8. Once all desired files have been added, press the **Next** button to move to the next step.
9. The next screens provide a list of questions required as part of the application. Each permit type will have different questions. All required questions are outlined in red.
10. Once all questions have been answered, the **Complete Application** button will activate and allow you to continue to the next step.

Answer questions as accurately as possible.

FDPYROANDC -- FD FMO - Pyro and Class C Pyro

SEQ#	CODE	DESCRIPTION	
1	FDCNAME ⓘ	Operator's Name	<input type="text"/> *
2	FDCLICNUM ⓘ	Operator's License Number	<input type="text"/> *
3	FDCADDR ⓘ	Operator's Address	<input type="text"/> *
4	EVSTDTTM ⓘ	Please provide Start Date.	<input type="text"/> *
5	EVSTRTIME ⓘ	Please provide Start Time.	Select <input type="text"/> *
6	EVENDTTM ⓘ	Please provide End Date.	<input type="text"/> *
7	EVENDTIME	Please provide End Time.	Select <input type="text"/> *
10	EVENTTYPE ⓘ	Please select Event Type.	<input type="text"/> *
12	EVNTMULTI	How many days will this event occur?	<input type="text"/> *
13	FDMOREPERM ⓘ	Are other Fire Department Permits needed? If so, please list in the comments. See <a href="https://www.nashville.gov/Fire-Department/Fire-Marshall-Office/Permits.aspx">https://www.nashville.gov/Fire-Department/Fire-Marshall-Office/Permits.aspx</a> for additional details.	Select <input type="text"/> * Comment <input type="text"/>
14	RQSTDTTM	What Date can the inspection/demo occur? Someone from our department will contact you to schedule your inspection time.	<input type="text"/> *

\* are required

11. The Application Overview screen will be displayed. Review the information on the screen to ensure it is accurate. If there are changes, choose the **< Back** button to return to the screen where changes are needed. Once the information is correct, use the **Proceed to Payment >** button to go to the credit card entry screen.

**Parcel/Address**

Address 6th Ave  
X: 1737381.864 Y: 667880.532

**Contacts**

<b>PERMIT/LICENSE APPLICANT</b>	<b>RESPONSIBLE PARTY</b>
Company JD Company Name	Company JD Company Name
Name John Doe	Name John Doe
Address 25 LINDSLEY AVE	Address 25 LINDSLEY AVE
NASHVILLE, TN 37210	NASHVILLE, TN 37210
Work Phone 6151234567	Work Phone 6151234567

**Detailed Information**

FDPYROANDC - FD FMO - PYRO AND CLASS C PYRO

CODE	DESCRIPTION	
FDCNAME	Operator's Name	John Doe
FDCLICNUM	Operator's License Number	12354
FDCADDR	Operator's Address	123 Test Rd. Nashville Tn
EVSTDTTM	Please provide Start Date.	02-20-2019
EVSTRTIME	Please provide Start Time.	10:00 AM
EVENDTTM	Please provide End Date.	02-21-2019
EVENDTIME	Please provide End Time.	10:30 PM
EVENTTYPE	Please select Event Type.	Private Event
EVNTMULTI	How many days will this event occur?	1
FDMOREPERM	Are other Fire Department Permits needed? If so, please list in the comments. See <a href="https://www.nashville.gov/Fire-Department/Fire-Marshall-Office/Permits.aspx">https://www.nashville.gov/Fire-Department/Fire-Marshall-Office/Permits.aspx</a> for additional details.	1.00 Yes test
RQSTDTTM	What Date can the inspection/demo occur? Someone from our department will contact you to schedule your inspection time.	02-08-2019

12. The applicant will then pay their fee, if applicable, plus the convenience fee of 2.3%, using a credit/debit card. All required fields must be entered.

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Permit Fees \$175.00  
Convenience Fee \* \$4.02  
\$179.02

The information being entered on this screen is secure.

COPY FROM My information Clear fields

Credit Card Number \*

This credit card number is invalid.

Expire Date MM/YYYY \* CVV \*

Name on Card \*

Billing Address \*

City State Zip \*

Email Phone \*

\* A 2.3% convenience fee is charged on all credit card transactions. This fee is collected by a third-party processor and Metro does not receive any part of it. By clicking Submit Payment below, you are acknowledging that you understand that the convenience fee will be charged as displayed and agree to pay it.

Cancel \*are required < Back Submit Payment >

13. If the credit card being used for payment is issued to one of the people identified on the application, click the **My Information** button to select that person from the list. The Name address, email and phone fields entered for that person will be used to quickly fill in the contact information on the screen. Choose this option **BEFORE** entering the card information.

The information being entered on this screen is secure.

COPY FROM My information Clear fields

John Doe  
John Doe

ard Number \*

14. The user will enter their payment information and then press **Submit Payment**. The button will activate when all required information has been entered.

\*are required < Back Submit Payment >

15. When the payment has been successfully processed, a summary is displayed.
- The Home button will then return the user to the EPermits home page.
  - To apply for another permit, choose Apply For Another Permit and the system will return you to the permit selection screen.
  - Choose the Print button to display a window which will allow you to print a copy of the application. When you have printed the application, click Close to close the window.

Please write down your permit number for reference:

FDPERMIT T2019-0038

Metro Nashville Fire Department  
Fire Department Headquarters  
63 Heritage Avenue  
Nashville, TN 37210  
Fire Department Contact  
Information

Available Reports

FD Permit Overview print

Close

Home

Print

#### Permit Summary

Number FDPERMIT T2019-0038  
Type Fire Department Permits / Fire Dept FMO Pyro and Flame Effect  
Status Application Submitted

#### Physical Address

Address 6th Ave  
X:1737381864 Y:667880.532

#### Contacts

##### PERMIT/LICENSE APPLICANT

Company JD Company Name  
Name John Doe  
Address 25 LINDSLEY AVE  
NASHVILLE TN 37210  
Work 6151234567  
Phone

##### RESPONSIBLE PARTY

Company JD Company Name  
Name John Doe  
Address 25 LINDSLEY AVE  
NASHVILLE TN 37210  
Work 6151234567  
Phone

#### Reviews/ Inspections

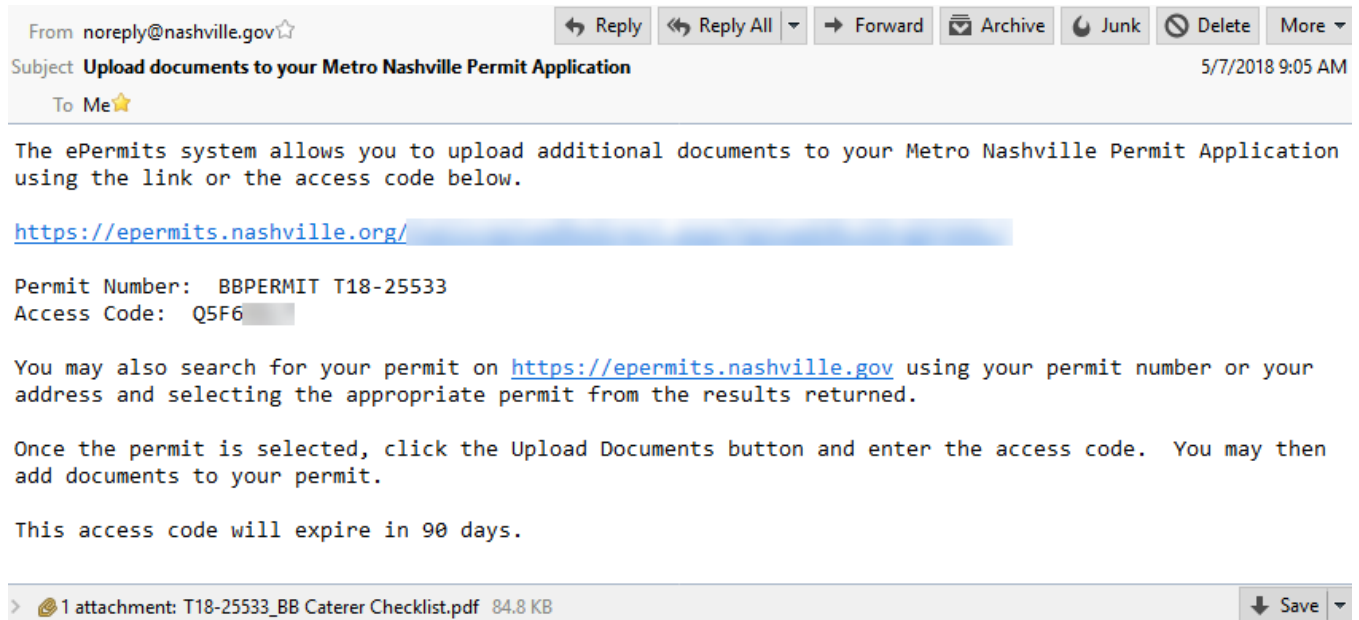
TYPE	DESCRIPTION	STATUS	COMPLETED BY	COMPLETED
REVIEW	FD - List of Fireworks and D.O.T. classification			
REVIEW	FD - Firing or Launch Diagram			

- 16.** The Fire Department will review your application and provide further information regarding your application progresses. Contact may be made via email, ensuring that all people and emails are entered correctly will help communication during the process.



## Document Upload

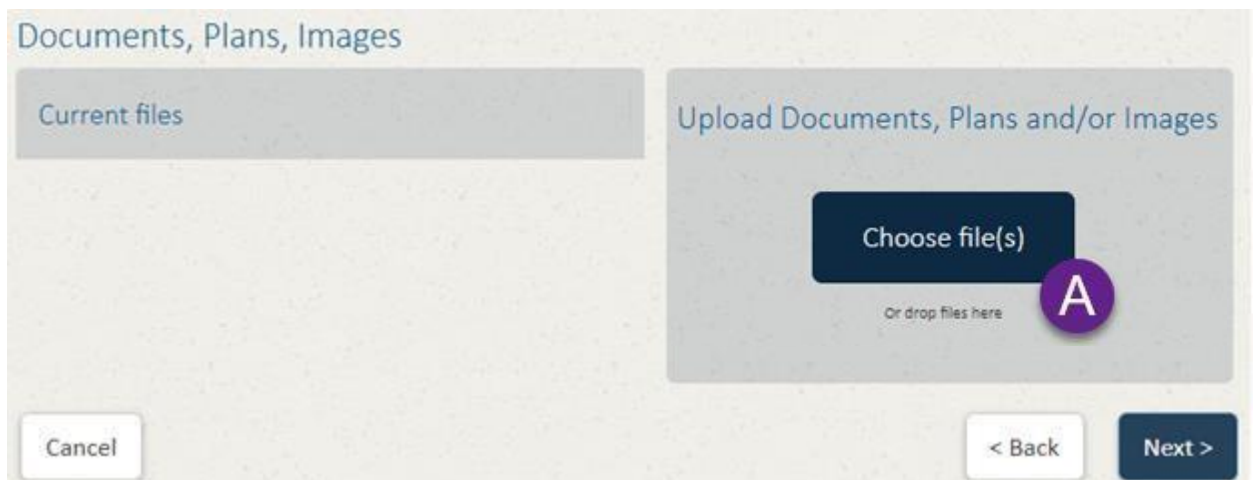
When your application is submitted, it will be reviewed by a Fire Department representative. If your application is accepted, an email containing a checklist attachment and your document upload code will be sent. Note that portions of the example email are redacted to prevent incorrect access.



The Checklist is attached to email as a pdf document.

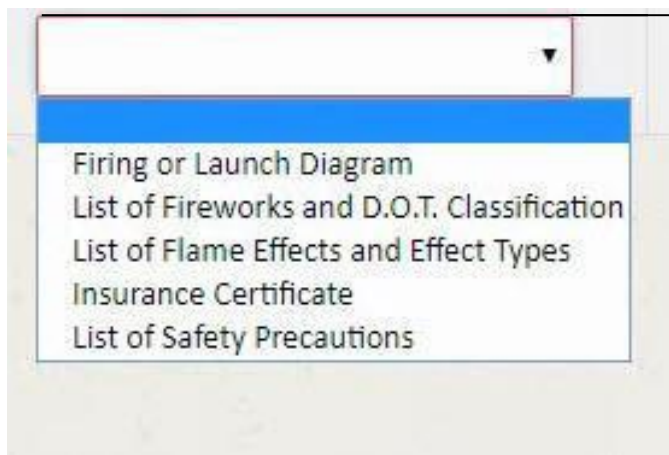
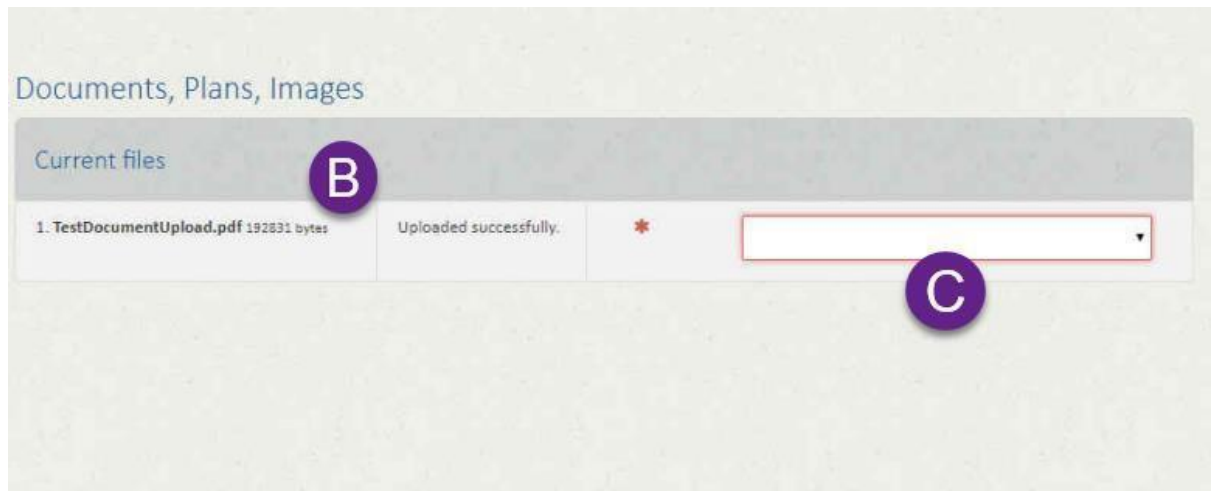
To upload additional documents using the direct link

1. Click on the first link in the email. This will take you directly to your permit document upload screen.
  - A. Use the **Choose file(s)** button or the “Or drop files here” to add documents



- B. Added documents will appear under the **Current files** section on the left side.
- C. Select the type of document from the drop-down list.





2. Once all desired files have been added, it is recommended you close the browser window.

To upload additional documents via permit lookup

1. Go to the website <https://epermits.nashville.gov>
2. Find the desired permit by searching by Address or PermitNumber
  - A. Select whether the search is on the Address or Permit # by clicking the appropriate button.
  - B. Enter the search criteria.
  - C. Click the magnifying glass to search.



- D. Select the permit from the list of permits displayed by clicking on the permit row. For Fire Department Permits, the type is listed as FDPERMIT. The Permit Status will also usually be in a status of Pending.

Results

1-1 of 1 Results

PERMIT #	TYPE	ADDRESS*	PERMIT NAME	STATUS	
1	T18-25529	BBPERMIT- BB - Beer Board Permit	800 2ND AVE S- NEW METRO OFFICE BLDG	TEST BAR NOONE	Pending

- E. When you click on the desired permit, it will open the summary screen.
- F. Click the **Upload Documents** button in the upper-right-hand corner

Permit Summary

Upload Documents

Permit Number: BBPERMIT T18-25529

Type: BB - Beer Board Permit / BB - On Site Sales

Status: Pending

- G. Enter the Access Code in the window provided.
- H. Press the **Continue to upload** button.

Enter Access Code

Enter Access Code

C3M

Cancel Continue to upload

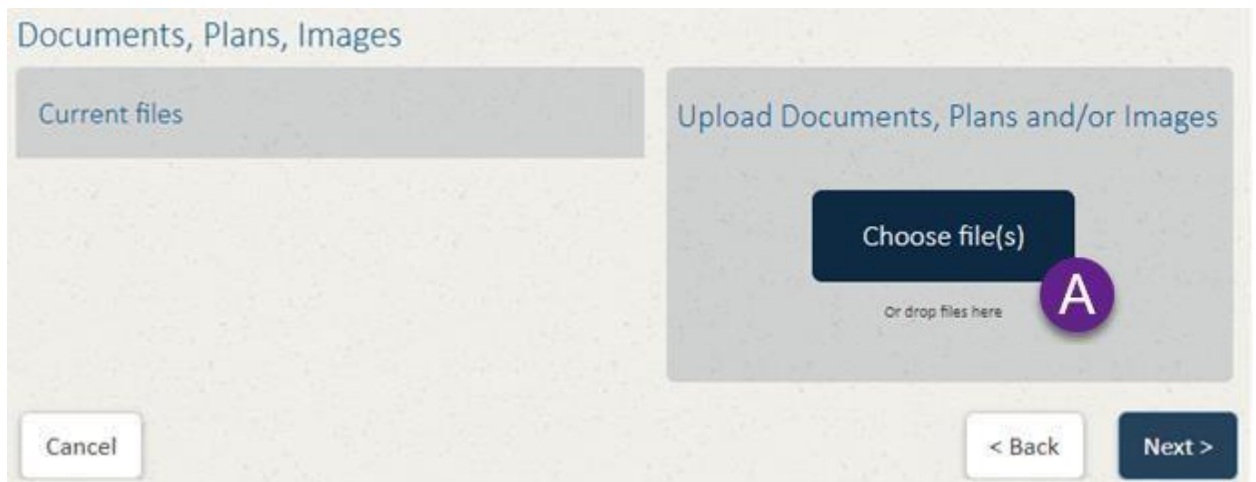
- i. The user will be taken to the upload screen, unless an invalid Access Code is entered. If an invalid Access Code is entered, an error message will display,

Invalid Access Code

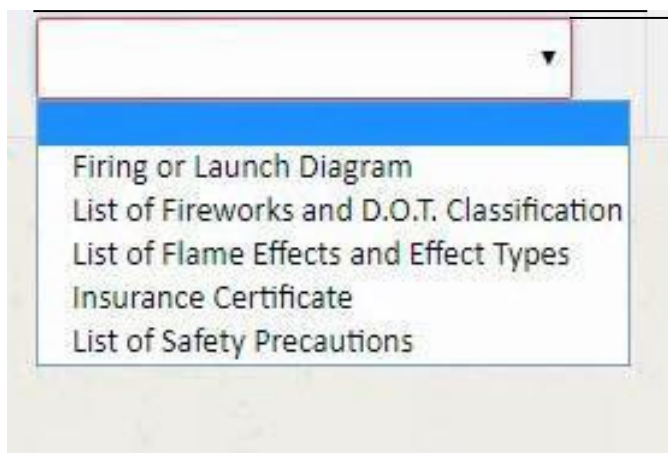
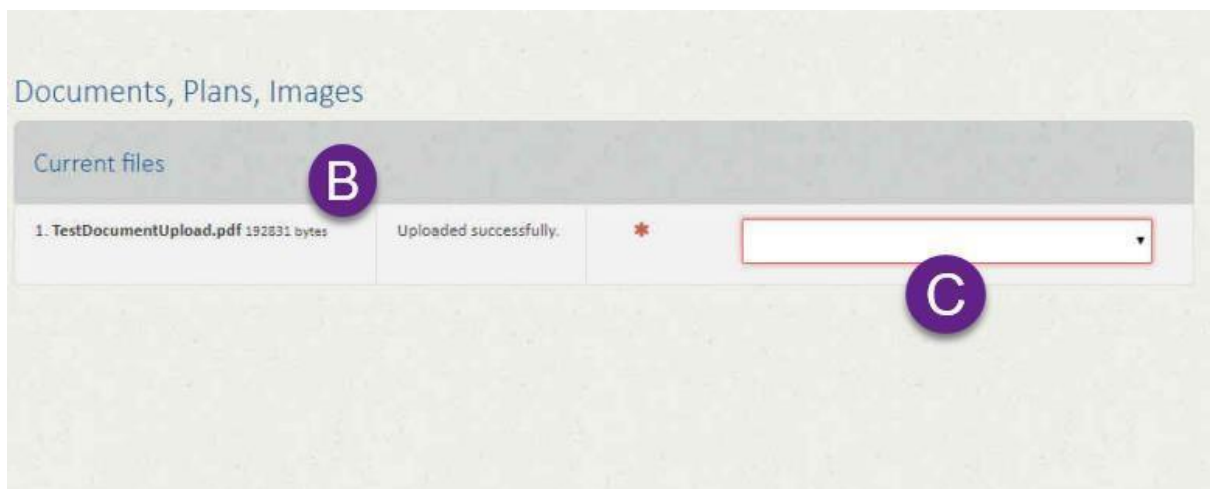
Entered Access Code: C3M

Close

3. When the file upload screen is displayed:
- A. Use the **Choose file(s)** button or the “Or drop files here” to add documents



- B. Added documents will appear under the **Current files** section on the left side.
- C. Select the type of document from the drop-down list.



3. Once all desired files have been added, it is recommended you close the browser window.

## *Fee Refund Policy*

Application for a refund of fees paid for a fire permit must be made in writing on [forms](#) provided by the Nashville Fire Department (NFD) Finance division and Metro Finance. All refund requests must be approved by the Fire Marshal, or authorized designee prior to submission to NFD Finance.

Overpayments made because of a staff error will be refunded back to the credit card which was originally used to pay the fee or via check from Metro Finance.

Fees cannot be refunded after the application for a permit has been accepted and reviewed.

You will find the form at:

<https://www.nashville.gov/portals/0/SiteContent/Fire/docs/firemarshal/Permits/PermitsRefundFormInstructions.pdf>