

Function/Feature	
	PERMITS & LICENCES
PL1	General Requirements
PL1.1	Multiple user-defined types eg. Pavement use, street parade, beach carnival, animals
PL1.2	Multiple user defined parameters per Permit/License type
PL1.3	Multiple user-defined periods
PL1.3.1	Continuous use (eg. Animals or pavement café)
PL1.3.2	Periodic use (week-long festival, street closure for drain digging)
PL1.3.3	One-off use (street parade, beach carnival)
PL1.4	Initial Activity Entry
PL1.5	Initial Application Data
PL1.6	Additional Data
PL1.7	Inspections
PL1.8	Cancellation
PL1.9	Renewal
PL1.10	Extension
PL1.11	Identifier (eg. permit number, dog license tag)
PL1.12	Exemptions
PL1.13	Penalties
PL1.14	Parent/child and linked Permits/Licenses
PL1.15	Ability to have child permits/licenses linking to parent permit/license
PL1.16	Ability to link licenses outside parent/child relationship
PL2	Permit Holder/Licensee
PL2.1	Linked Permits/Licenses
PL2.2	Cross-references to all outstanding offences
PL2.3	Offence History
PL3	Correspondence
PL3.1	Multiple user-defined Letter templates, Notice formats
PL3.2	Correspondence Received
PL3.3	Unserved Letters
PL4	Court Action
PL4.1	Court Details
PL4.2	Court Extract Adjustment
PL5	Workflow
PL5.1	Permit/License processing is milestone-based
PL5.2	Each milestone supports on-entry and on-exit rules
PL5.3	Each milestone can generate Alerts on entry and exit of the milestone
PL5.4	Each milestone can record comments
PL5.5	Each milestone can record holder/licensee responses
PL5.6	Each milestone can raise a fee-type or penalty charge on the Permit/Licence
PL5.7	Each milestone has user-defined rules about duration of milestone
PL5.8	Each milestone has rules about whether the Permit/License application qualifies to move to the next Milestone
PL5.9	Each milestone has rules about escalating the Permit/Licence application process for review where response timelines are unmet
PL5.10	Each milestone can raise an Inspection request
PL5.11	User permissions can be set at milestone level to restrict changes users can make
PL5.12	Ability to transfer user defined data to the next version of a document or a request for development services, such as (but not limited to) revisions to an inspection, plat request, or zoning change request
PL5.13	Each milestone has its own Letter or Certificate format
PL5.14	Task Management
PL5.14.1	Assigns, schedules, and routes assignments to the appropriate person
PL5.14.2	Schedule reviews, inspections, hearings, or meetings

PL5.14.3	Generate daily task lists
PL5.14.4	Assign and sign off tasks
PL5.14.5	Issue automatic warnings
PL6	Renewals
PL6.1	Monitor the expiration of building permits and notify the applicant
PL6.2	Automate complex license and renewal processes
PL6.3	Auto-generate renewal invoices at user-defined notification point eg. 30 days prior to expiration
PL7	Enquiries
PL7.1	Ability to access a record by searching on key data fields such as (but not limited to) owner name, house number and street name, tax ID, permit number, or tracking ID (unique identifier)
PL7.2	Ability to track transaction status for a case or request over time to provide a historical record
PL7.3	Ability to automatically associate the tracking ID with a customer ID location, and date, where tracking ID is a unique identifier for a request for permit
End of Section	