

SUBMITTING A COMPLAINT IN EPS

OUTDOOR ADVERTISING REGULATORY PROGRAM

The screenshot shows the user interface of the EPS website. At the top, there is a navigation menu with tabs for 'Home', 'Licenses', 'Permits', and 'Complaints'. The 'Complaints' tab is highlighted with a red square. Below the navigation menu, there is a secondary menu with options: 'Dashboard', 'My Records', 'My Account', and 'Advanced Search'. A 'Cart (1)' section displays an item with ID '17TMP-000018' and a price of '\$100.00'. A welcome message for 'Joshua Grossman' is shown, followed by a prompt to select a service. A large blue button labeled 'General Information' with a document icon and a plus sign is prominent, with the text 'Create an Application' below it. A 'Licenses' section contains two buttons: 'Apply for a License' with a plus sign icon and 'Search & Renew Licenses' with a circular refresh icon.

From the home page, click on the “Complaints” tab shown here in the red square.

Home Licenses Permits **Complaints**

! Enter Complaint

Online Application

Welcome to Agency's Online Permitting System. Using this system you can submit and update information, pay fees, schedule inspections, track the status of your application, and print your final record all from the convenience of your home or office, 24 hours a day.

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

General Disclaimer

While the Agency attempts to keep its Web information accurate and timely, the Agency 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 have been compiled from a variety of sources and are subject to change without notice from the Agency as a result of updates and corrections.

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have read and accepted the above terms.

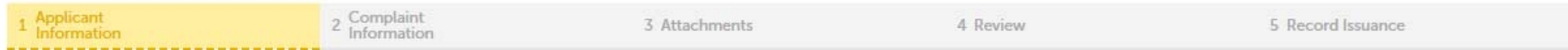
Continue Application »

1. Check the box to indicate that you have read and accepted the above terms.
2. Press "Continue Application".

The screenshot displays the 'Contact List' section with a 'Select from Account' button highlighted by a red box labeled '1'. Below this, a table lists contacts with columns for Contact Type, First Name, Last Name, Business Name, Work Phone, E-mail, and Action. A second red box labeled '2' highlights the 'Continue' button in a pop-up window titled 'Select Contact from Account'. This window shows a table of contacts with 'Josh Grossman' selected. A third red box labeled '3' highlights the 'Continue' button in another pop-up window titled 'Select Contact from Account'. This window shows 'Josh Grossman' as the contact, 'Applicant' as the selected type, and 'Mailing' as the selected address type for the address '118 E Riverside Dr'.

1. Press “Select from Account”.
2. A pop-up window will appear. Select the appropriate Associated Contact then press “Continue”.
3. A second pop-up will appear. Select “Applicant” for “type”. The window will refresh. Check “Mailing” address and press “Continue”.

Sign Complaint



Step 1: Applicant Information > Page 1

* indicates a required field.

Contact List

If you are applying for this license, use 'Select from Account' option to copy your Contact information from your registration. Be sure to select your Contact information to copy and not any linked contractor licenses you might have. Otherwise fill in the information for the license applicant. Note that you can update your contact information (phone number, address) using the Account Management link at the top of the page.

Select from Account

Add New

✓ Contact added successfully. 1

Showing 1-1 of 1

Contact Type	First Name	Last Name	Business Name	Work Phone	E-mail	Action
Applicant	Josh	Grossman		5555555555	joshua.grossman@txdot.gov	Edit Delete

Save and resume later

2

Continue Application »

1. Once the information is entered you will return to this screen and see in green letters “✓ Contact added successfully”.
2. Press “Continue Application”.

Step 2: Complaint Information > Page 1

* indicates a required field.

Custom Fields

LOCATION OF SIGN

- * Name of Highway/Street
- * On what side of the road
- * Nearest intersection or
- * Nearest City:
- * Inside or outside city limits
- * County:

OTHER INFORMATION

* Is there a sign company name or logo visible: Yes No

Please provide the name or a description of the logo:

* Does the sign have a visible permit number: Yes No

If so, what is the number:

* Brief description of the immediate surrounding area (i.e. residential or commercial):

* Brief description of the advertising message shown on the sign:

* Describe the alleged violation:

Save and resume later

Continue Application >

1. Fill in the Information for "Location of Sign".
2. Complete the "Other Information" section.
3. Press "Continue Application".

Step 3: Attachments > Page 1

Documents

The maximum file size allowed is 100 MB.
html; htm; mht; mhtml; .exe; .bat; .dll; .jsp; .js; .cs; .msi; .exe.config; are disallowed file types to upload.

Name	Type	Size	Latest Update	Action
No records found.				

Add

Save and resume later

Attachment

The maximum file size allowed is 100 MB.
html; htm; mht; mhtml; .exe; .bat; .dll; .jsp; .js; .cs; .msi; .exe.config; are disallowed file types to upload.

Name	Type	Size	Latest Update
No records found.			

*Type:
--Select--

File:
PMT-AMD-16-00068.pdf
100%

*Description:

Save **Add** **Remove All**

Save and resume later

File Upload

The maximum file size allowed is 100 MB.
html; htm; mht; mhtml; .exe; .bat; .dll; .jsp; .js; .cs; .msi; .exe.config; are disallowed file types to upload.

Continue **Add** **Remove All** **Cancel**

Continue Application »

1 2 3 4

1. To upload attachments press the “Add” button.
2. This pop-up will allow you to upload your documents. Press “Add”. You have the ability to add multiple documents. Once you have uploaded your documents press the “Continue” button.
3. Once you return to this screen you will be required to enter the document type in the “Type” menu and enter a short description for each document you attached. Press “Save”.
4. After filling in all the information the table will display the documents’ information. Verify what is displayed and press “Continue Application”.

Step 4: Review

1

Save and resume later

Continue Application »

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

Record Type

Sign Complaint

Please read the following statement carefully, then acknowledge that you have read and approved it by providing the information requested at the bottom of the page. Please note that Tx Bus & Com § 322.001 *et seq.*, the Uniform Electronic Transactions Act, provides that e-signatures are the equivalent of a hand-written signature and are just as legally enforceable.

Under the penalties of perjury, I certify that I have the authority to sign this application as the agent of the permit applicant. I am above the age of eighteen years, and I am fully competent to file this application. The facts stated in this application are within my personal knowledge and are true and correct. I understand that any misstatement, misrepresentation or omission of information in this application may result in the revocation of any permit granted based on this application.

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

2

Date:

Save and resume later

3

Continue Application »

1. This is the "Review" page. Scroll down through the information on the screen to ensure completeness and accuracy.
2. At the bottom of the page you will check this box to indicate that you agree to the above certification.
3. Verify the information is correct and press "Continue Application" to submit the complaint.