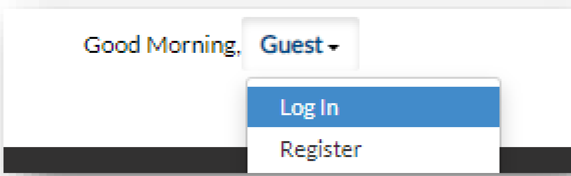
Refund Request

For an existing permit or plan

CITY OF TUCSON

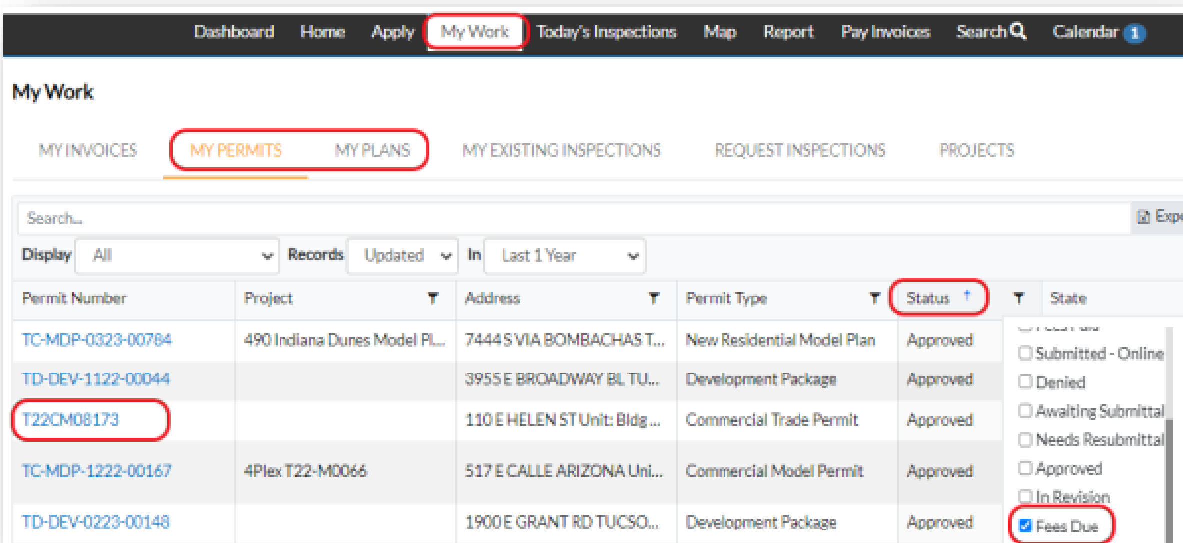
Tucson Development Center Online

1. Go to [TDC Online](), for best results use a Google Chrome browser.
2. **Register** or **Log In**, using your email address.

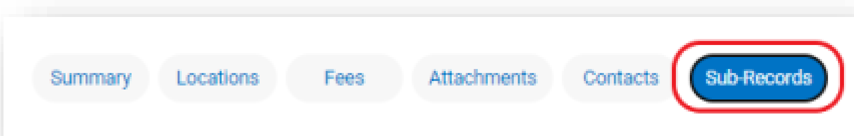


Locate an Existing Invoice

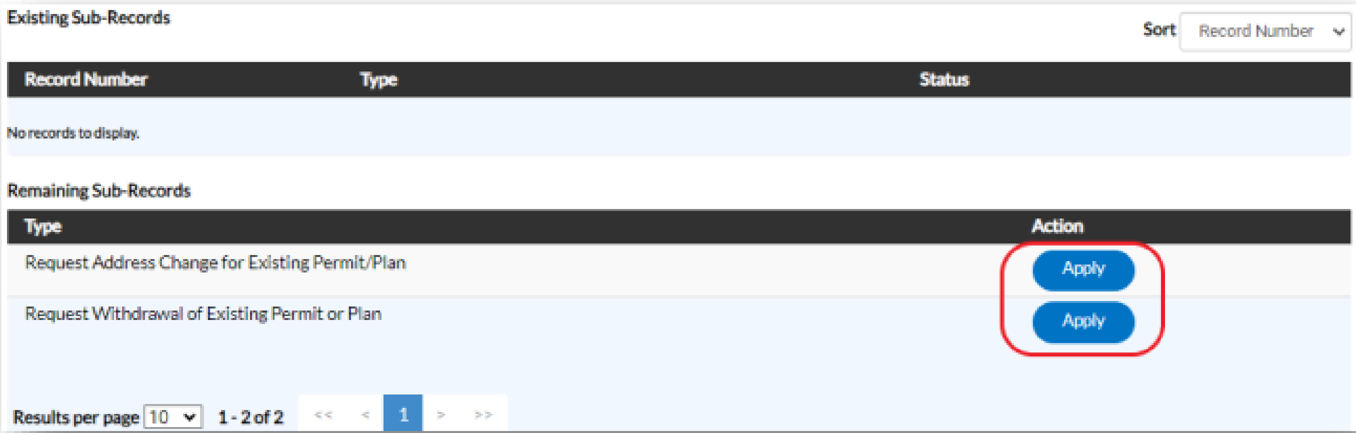
1. Click the **"My Work" tab** or use the search bar to locate the permit or plan.
2. Use the "Status" filter if needed.
3. Click the **blue permit or plan number hyperlink** to go to the details screen.



4. Click the **"Sub-Records" tab**.

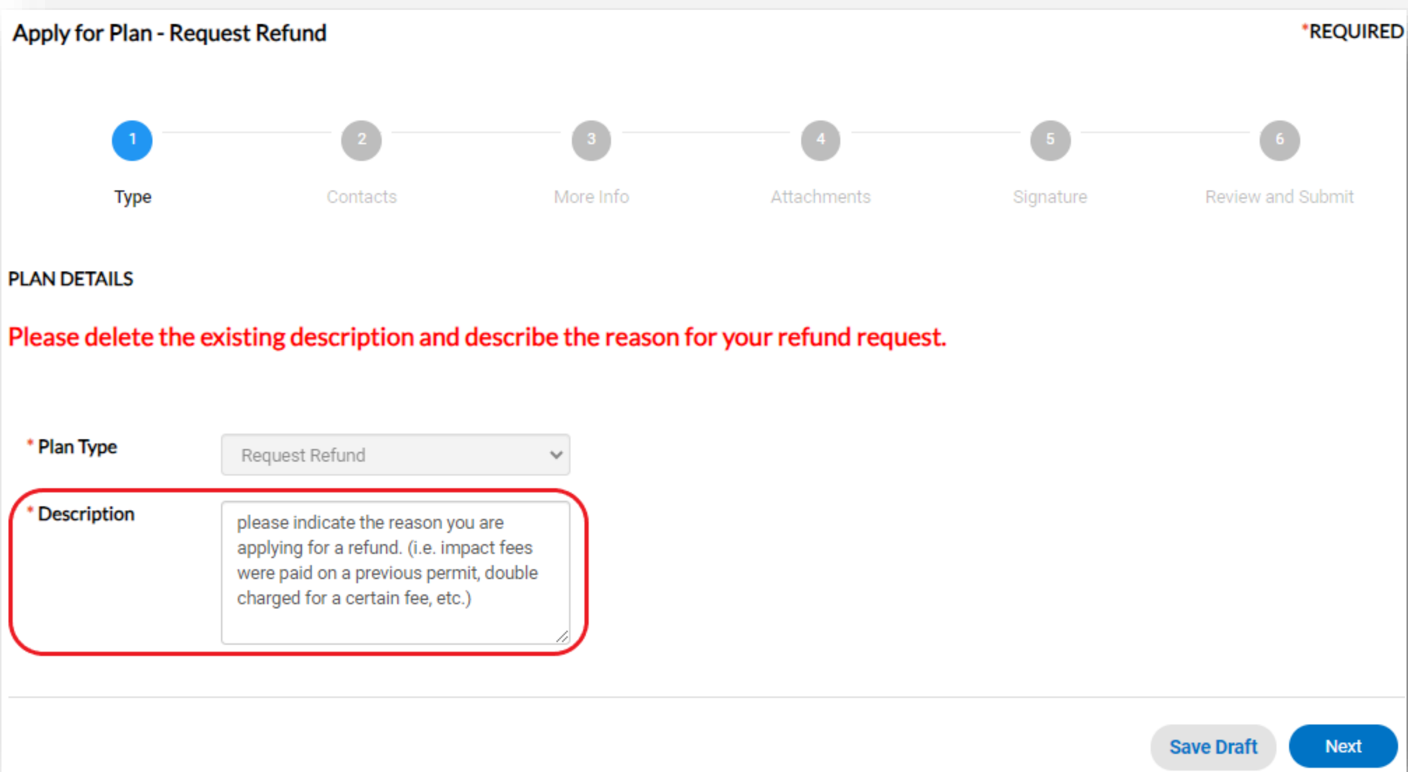


5. **Select "Apply"**.



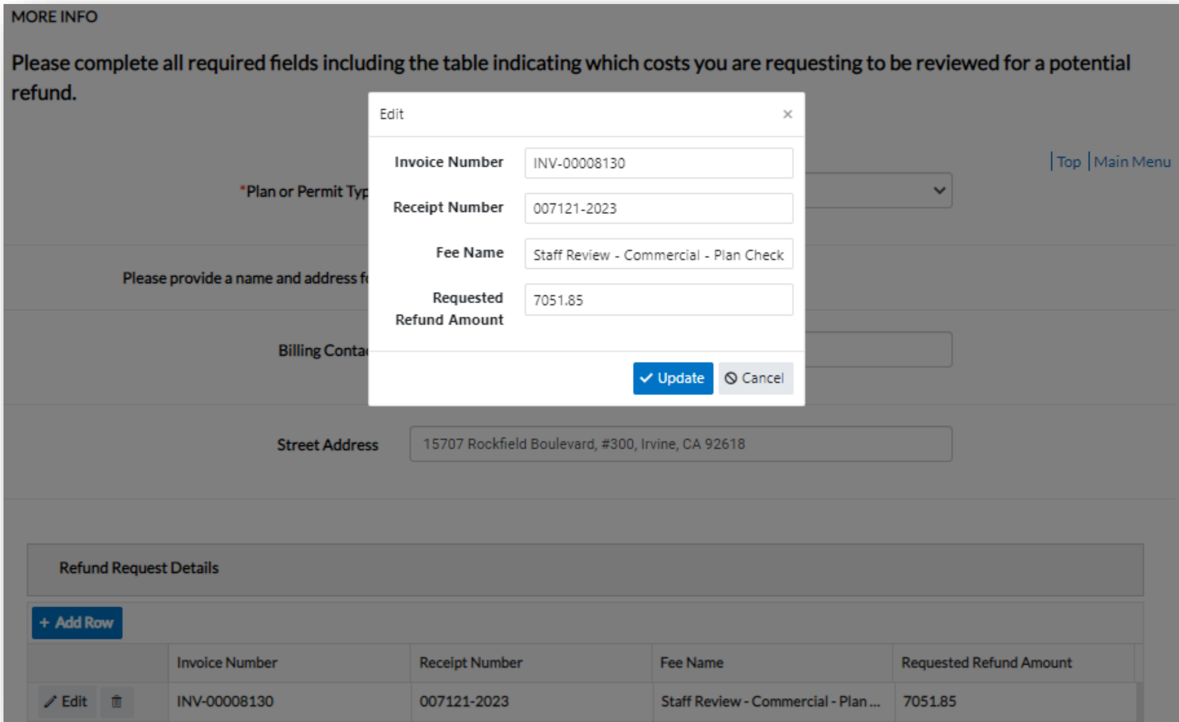
If you do not have the option for a refund, please email pdsdinquiries@tucsonaz.gov and request that it be added. NOTE: The image above does not have the option to request a refund.

6. Enter a reason for the request into the "**Description" field**.

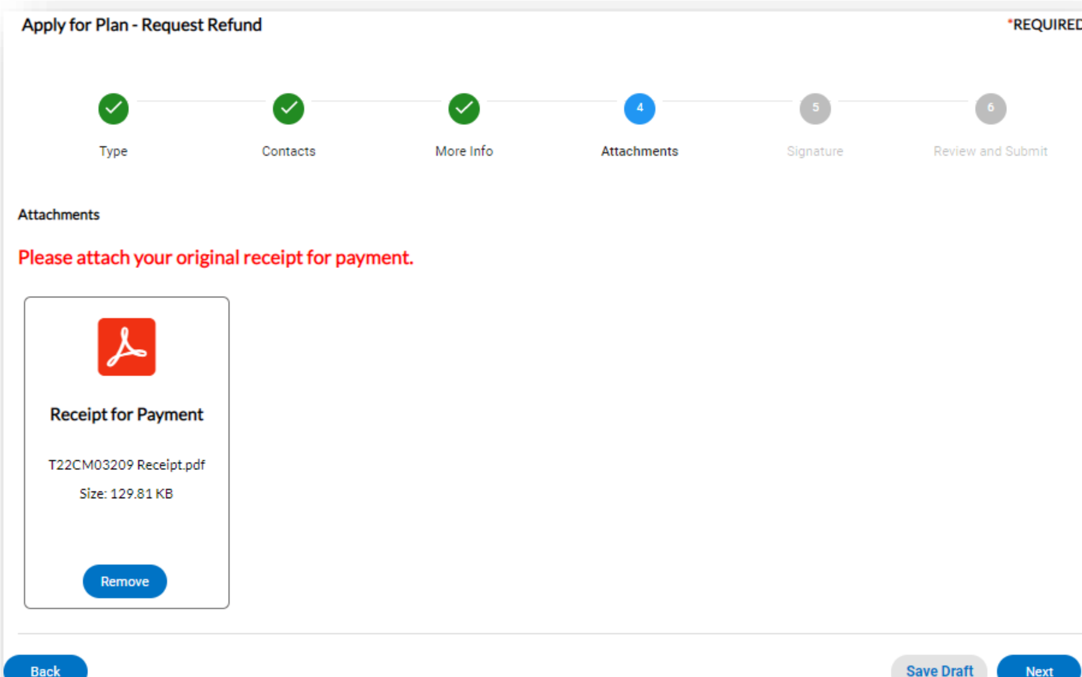


7. Add any additional contacts if needed.
8. Fill out all required fields.
9. Include the address that the check will be mailed to.

10. **+ Add Row** for each fee that you are requesting to be refunded.

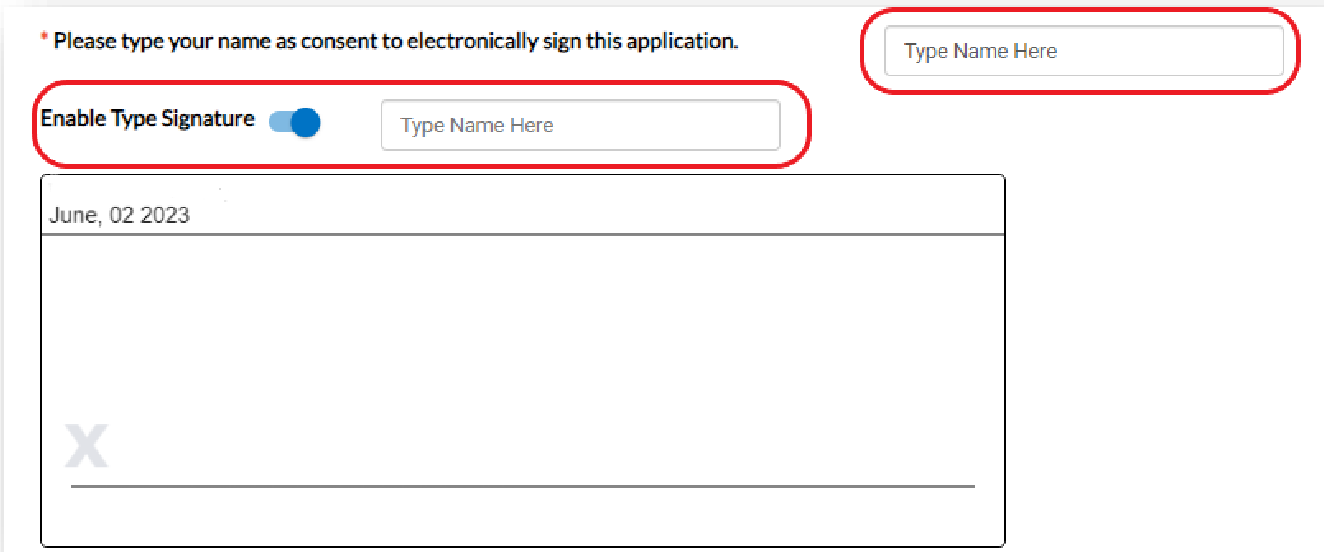


11. **Upload the receipt** to show proof of payment.
12. Click **"Next".**



Signature

13. Read the statement on the signature page.
14. Type your full legal name in the consent field.
15. Draw your signature or toggle the "Enable Type Signature" button and type your name into the field.

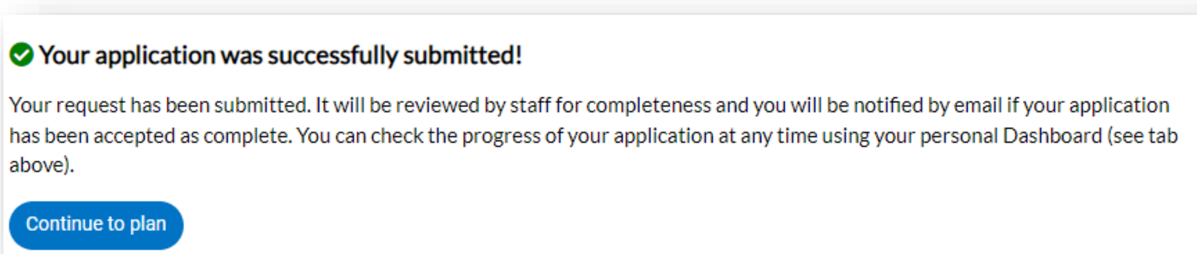


Final Review

16. Verify the information is correct and edit if needed.
17. Click the **"Submit" button to submit your application**.

Next Steps

18. You will receive a plan number.
19. You can view your application and updates in real time.



*After the request is submitted it will be reviewed by management. The review is expected to take between **2-3 weeks**. If the refund is approved a check should be expected **4-6 weeks after the approval date**.*