

CERTIFICATE OF USE INSTRUCTION WORKBOOK

*A Step-by-Step Guide for Jacksonville Business Owners
Presented by Robin Mullaly*

BEFORE YOU BEGIN HAVE THE FOLLOWING READY

- ☐ Business Name
- ☐ Business Address
- ☐ Contact Information
- ☐ Business Description
- ☐ Payment Method

ROBIN'S TIP: PRO TIP: Verify zoning BEFORE signing a lease.

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JAXGIS: [Land Development Review](#)

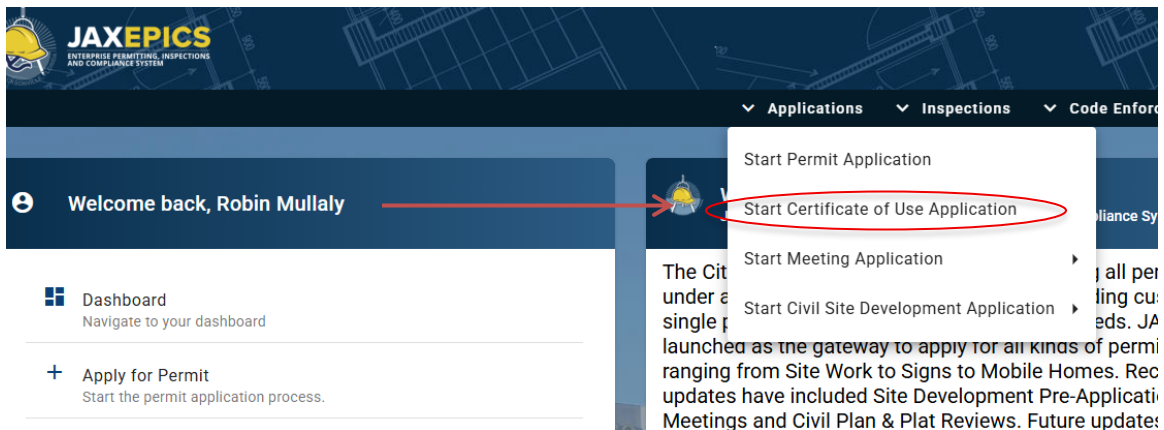
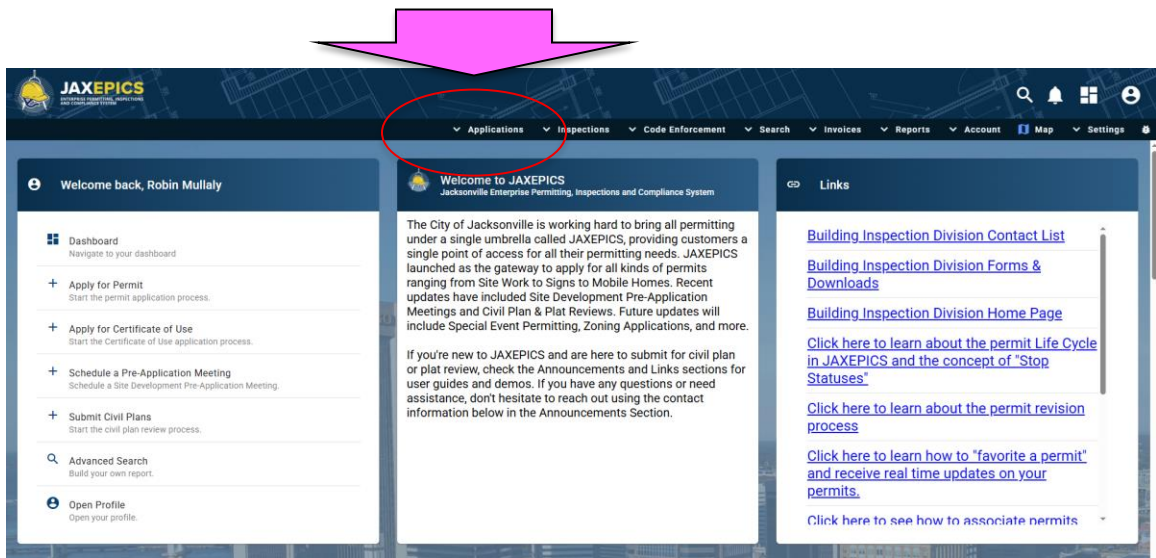
STEP 1 – VISIT JAXEPICS

Go to: <https://jaxepics.coj.net>

Click Applications

Select Certificate of Use

ROBIN'S TIP: DO NOT RECREATE AN ACCOUNT OR LOG OUT IF YOU HAVE AN ACCOUNT



STEP 2 – CHOOSE APPLICATION TYPE

New COU

Relocation

Business Name Change

Business Owner Change

ROBIN'S TIP: Choose the option that best matches your business. A name change must have an already existed and approved COU. There must be NO structural changes happening at all & the USE must remain.

The screenshot shows the JAXEPICS web application interface. At the top is a dark blue header with the JAXEPICS logo and a navigation menu with links: Applications, Inspections, Code Enforcement, Search, Invoices, Reports, and Account. Below the header, the main content area has a light blue background. At the top of this area, there are two steps: '1 Certificate Of Use Type' and '2 Address'. A 'Restart' button is on the left and a '> Next' button is on the right. A white modal box is centered on the screen with the title 'Certificate Of Use Type'. Inside the modal, it says 'Please select one of the following:'. There are two options: 'Business Name Change or Business Owner Name Change' with a subtext 'Select only if no changes to interior/exterior structure, use, or location and previous approved COU on file', and 'New Certificate of Use or Relocation of Business' with a subtext 'New business, new use, new location, or new building'.

This screenshot is similar to the one above, but the 'Certificate Of Use Type' modal box is highlighted with a grey background. The 'New Certificate of Use or Relocation of Business' option is selected. The '> Next' button in the top right corner of the modal is circled in red, indicating the next step in the process.

STEP 3 – ENTER BUSINESS ADDRESS

Type address

Select matching address from dropdown

ROBIN'S TIP: Always use the dropdown result. When you select the correct address, it will generate some information for you and then you click next.

The screenshot shows the JAXEPICS web application interface. The top navigation bar includes the JAXEPICS logo and a menu with items: Applications, Inspections, Code Enforcement, Search, Invoices, Reports, Account, Map, and Settings. The main content area is titled 'Certificate Of Use Type (New Certificate of Use or Relocation of Business)' and has a progress indicator with three steps: 1. Certificate Of Use Type, 2. Address, and 3. Review Certificate Of Use. The 'Address' step is currently active. Below the progress bar, there is a 'Restart' button and a 'Next' button. A 'Simple Address Search' dropdown menu is open, showing a search input field with '214 Hogan' entered. The dropdown list contains the following results: 'INACTIVE - 214 HOGAN ST JACKSONVILLE, 32202', '214 HOGAN ST N JACKSONVILLE, 32202', '214 HOGAN ST N, BSMT BSMT JACKSONVILLE, 32202', and '214 HOGAN ST N, FL FL7 JACKSONVILLE, 32202'.

STEP 4 – GENERATE APPLICATION

Review address

Generate Application

Record COU Number

ROBIN'S TIP: Your COU number tracks your application.

The screenshot displays the JAXEPICS web application interface. At the top, there is a dark blue header with the JAXEPICS logo on the left and navigation icons on the right. Below the header is a dark blue navigation bar with a list of menu items: Applications, Inspections, Code Enforcement, Search, Invoices, Reports, Account, Map, and Settings. The main content area has a light blue background. At the top of this area, there are three steps in a progress bar: 'Certificate Of Use Type (New Certificate of Use or Relocation of Business)', 'Address', and 'Review Certificate Of Use'. The 'Address' step is currently active. Below the progress bar, there is a 'Restart' button on the left and a 'Generate Application' button on the right, which is circled in red. Below these buttons is a white box titled 'Summary' containing the following text: 'New Certificate of Use or Relocation of Business', 'Certificate Of Use Type', and '214 HOGAN ST Address'.

STEP 5 – COMPLETE CONTACTS & SPECS

Complete all blue bubbles

Save Contacts

Save Specs

ROBIN'S TIP: Most delays come from incomplete information.

The screenshot shows the JAXEPICS application interface. The left sidebar contains a menu with items: Overview, Location, Contacts, Violations, Specs, Links, Timeline, Documents, Printable Documents, Agency Review, and Comments. The 'Contacts' and 'Specs' items are circled in red. A large pink arrow points from these items towards the main form area. The main form is titled 'Business Owner' and contains fields for Contact Type (set to 'Individual'), First Name, Last Name, Email, Phone Number (with a blue bubble icon), Street Address, City, State, ZIP, and Notes. The status bar at the top indicates 'COU-26-901.013 Not Submitted'.

This screenshot shows the same 'Business Owner' form. A red arrow points to a blue bubble icon located next to the 'Phone Number' field. The left sidebar menu is visible, with 'Contacts' and 'Specs' circled in red. The status bar at the top indicates 'COU-26-901.013 Not Submitted'.

STEP 6 – SUBMIT FOR REVIEW

Review information

Click Submit for Review

ROBIN'S TIP: Congratulations! Your application has entered review.

The screenshot shows the JAXEPICS web application interface. At the top, there is a navigation bar with tabs for Applications, Inspections, Code Enforcement, Search, Invoices, Reports, and Account. Below this, a status bar shows 'COU-26-901.013 Not Submitted' and a 'Help Guide' button. A row of action buttons includes 'Save', 'Resend Edit Link', 'Submit For Review' (highlighted with a red box), 'Void', and 'Change Status'. On the left, a sidebar menu lists various options: Overview, Location, Contacts, Violations, Specs, Links, Timeline, Documents, Printable Documents, Agency Review, and Comments. The main content area is titled 'Business Owner' and contains several form fields: 'Contact Type' (set to Individual), 'First Name' (robin), 'Last Name' (m), 'Email' (rmullaly@coj.net), 'Type' (set to Office), 'Phone Number' (904 - 255 - 8307), 'Extension' (empty), 'Preferred' (checkbox), 'Street Address' (214 n hogan), and 'City, State, ZIP' (jacksonville, fl 32202).

YOUR COU # IS ALREADY GENERATED. ALL INFORMATION WILL COME TO YOUR EMAIL. THIS WILL SUBMIT IT TO ZONING FOR REVIEW BEFORE ANY PAYMENTS. ONCE ZONING HAS REVIEWED YOU WILL GET AN EMAIL WITH EITHER:

1. PLEASE PAY YOUR INVOICE LINK FOR THE TAX COLLECTOR
2. A LIST OF WHAT IS NEEDED TO BE CORRECTED OR SUBMITTED FOR

STEP 7 – PAY INVOICE

Watch email

Open invoice link

Pay online

ROBIN'S TIP: Check spam/junk folders regularly.

FINAL REVIEW

Save receipt

Monitor email

Allow review time

ROBIN'S TIP: Minimum processing timelines may apply.