

# CLIENT PERMIT ACCOUNT BY REALTOR INSTRUCTIONS



In response to user feedback, the functionality of the permitting system has been upgraded to simplify your user experience.

To facilitate complete applications, contact Ameren and request "Client Permit" information with an email to [Lake@Ameren.com](mailto:Lake@Ameren.com) that includes the following:

- Client name
- Location (911 address, parcel number, lot and subdivision) where permits will be located
- List of permit(s) you plan to request
- Any additional information you think is applicable
- Any special questions you have regarding this client, location or permit(s)

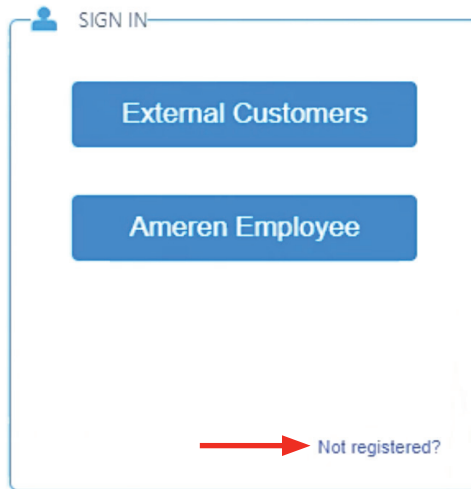
Ameren's response will include your client's permit account status and a list of all known permits and/or known permit issues associated with the location. To prevent delays in permit processing time, you can use this information to determine what, if any, additional permits may be required before your permit submission. Clients with active permit accounts will need to add you to the "Associated Contacts" list through the "Quick Links" menu. Clients without an active permit account will need to have one created. If you are going to create your client's account, make sure to obtain the following information from your client:

- Name for the account
- Client's email address
- Client's mobile phone number
- Temporary password. Passwords must be at least 8 characters and include a number, a letter and a special character (@,!,#, etc.). Clients should be advised to change the password to their permit account as soon as they are notified by you that the application has been submitted on their behalf.

Attached are instructions detailing how to use this information to create your client's account and add your Real Estate group to the account in order to request a permit for your client.

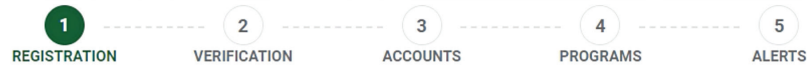
# STEP 1

Starting from the permit system at <https://ameren.flairdocs.com/prod/login.aspx>, click **Not Registered**.



# STEP 2

You will see the registration page with input fields. Complete each field with your client's information, check **I Agree** to the terms/conditions and click **Submit Registration**.



## STEP 1. REGISTRATION

First Name	Last Name
Email Address <small>Your email will be your online UserID.</small>	
Password	Confirm Password
Phone Number(Mobile) <small>Your mobile phone will be used for verification only.</small>	
<input type="checkbox"/> I agree to the Terms & Conditions and the Privacy Statement. <small>This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply.</small>	

Should you receive a message indicating the email address already exists in the system, your client will need to log in to [ameren.flairdocs.com/prod/](https://ameren.flairdocs.com/prod/) and click on the "External Customer" button. They will enter their email address and password associated to their **Ameren.com** account. They will need to add your CDB group by using the quick links option at the top of the home page. Please provide your client with a copy of "Adding CDB or Realtor Instructions".

Return

Submit Registration

# STEP 3

Enter your client's email address and password provided in the previous step and click **Log In**.



Login

Email

Password

SHOW

Remember Me

[Forgot Password?](#)

Log In

# STEP 4

Select the **Individual** icon, check **Permit Applicant**, enter your client's mailing address, **Accept** the terms/conditions and click **Register**.

Click **OK** after receiving notification that the account has been successfully registered.

This is your one-time registration to use Ameren Permitting System. Please select the 'Account Type' and register.



Individual



Business



Government

Please select the type of account to setup:  Permit Applicant  Others

User Mailing Address

Mailing Address

State

City/Town/Village

Zip

TERMS AND USE CONDITIONS

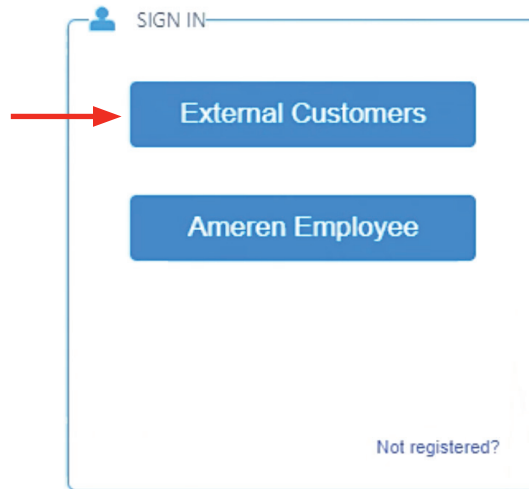
Completed permit applications not requiring agency review may take up to 6 weeks to process. Submission of an application & fees, or the depositing of those fees, does not constitute or guarantee the issuance of a permit. If necessary information and/or appropriate fee(s) are not provided, the application cannot be processed, nor can a permit be issued. When issued, permits will be sent via email if an email address is provided, unless a hard copy is requested to be sent via mail. Security Agreement and Grant of Lien on the Structures: In further consideration of issuance of all permits applied for hereunder or prior permits referenced in Section 6 above (collectively "All Permits"), Applicant grants to Ameren Missouri a continuing first priority security interest in and to the Structures authorized under All Permits that constitute, under the Uniform Commercial Code as in force in Missouri under Sections 409.01 to 409.10 et seq. of the Missouri Revised Statutes ("UCC"), Ameren Missouri may, at its option, execute and file a UCC-1 Statement for filing to perfect or maintain a security interest in the Collateral. Such security interest shall further secure the reasonable expenses, including, without limitation, attorney's fees, taxes or other charges, incurred by Ameren Missouri with respect to the Collateral or pursuant to the exercise of Ameren Missouri's rights under this permit and the UCC. Upon any default in Applicant's obligations under All Permits, Ameren Missouri shall have all of the rights and remedies of a secured party under the UCC, including, without limitation, the right to remove, sell or otherwise dispose of the Collateral. The permittee represents and agrees that (a) this application and any Permits issued hereunder each constitute a security agreement, (b) Applicant has been given in exchange for this grant of a security interest. Applicant is hereby made for a permit(s) to authorize the structures and/or activities described in Section 3 above. I understand & hereby acknowledge that the Lake of the Ozarks is a Federal Project, subject to the jurisdiction of the United States Government and its agencies, and that this permit is subject to all requirements and restrictions that are or may be issued by the United States Government and Union Electric Company, (d/b/a Ameren Missouri) as Licenses. I further understand and acknowledge that Ameren Missouri assumes no responsibility or liability for any of the above-described activities or for any damage to the facilities which are the subject of the application that may result from the operation of the Project. I certify that I am familiar with the information contained in this

Accept EULA

Register

# STEP 5

You will be redirected to the permit system. Click **External Customers**.



# STEP 6

Check **I Do Agree** to the terms/conditions and click **Accept**.

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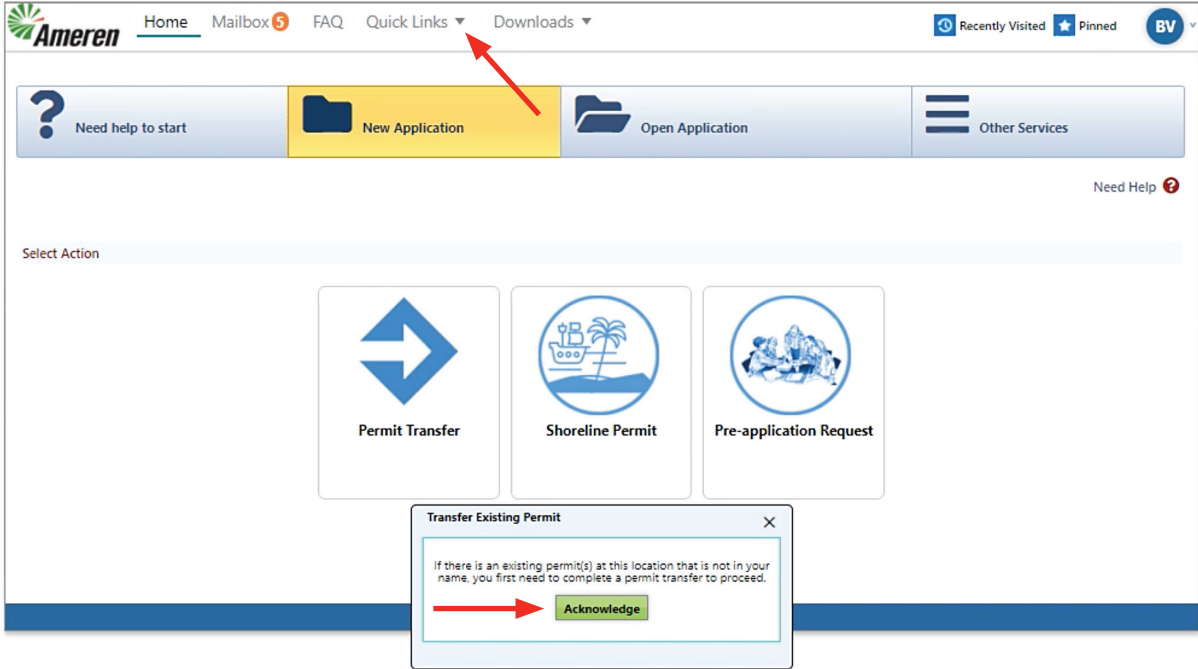
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I do agree

# STEP 7

At the home screen of your client's account, **Acknowledge** a transfer is required if existing permits are not in your client's name, click the **Quick Links** drop-down list at the top of the page and select **Contact Info** from the list.



# STEP 8

Pan down the account details to **Associated Contacts** under "Manage Users" and click **Select a contact**.



▼ Account Details Need Help ?

**Registration Type:** Individual ▼ \* **Billing Account #:** afa-99999

**Name:**  \* **Active:**

**Website:** https://  **Go** **Suspended:**

**Contact Information**

**Phone:** ( ) - - Ext:

**Fax:** ( ) - -

**Email:**

**Address**

[Add New](#)

**Type:** Mailing ▼ \* **Same As:** Select One ▼

▼

**Address:**

**State:** Missouri ▼

**City/Town/Village:** Osage Beach

**Zip:** 65065

**Notes:**

**Save**

**Documents**

**Upload New Document** **Generate Document**

Title	Description	Document Type	Version #	Date Uploaded	Actions
No records to display.					

▼ Manage Users Need Help ?

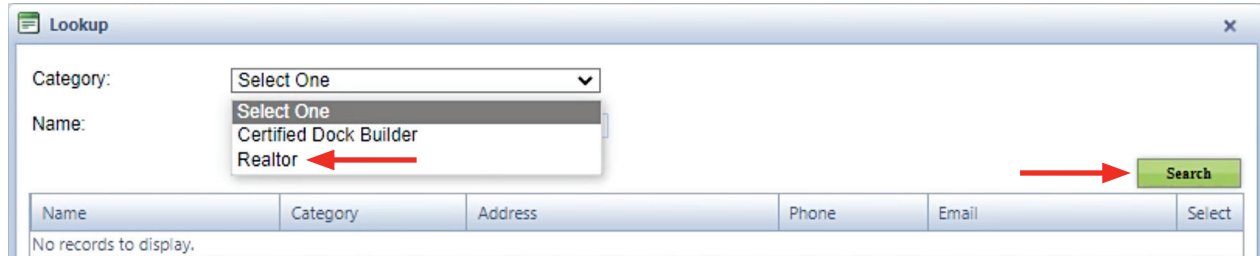
**Associated Contacts**

[Select a contact](#)

Name <span>▼</span>	Category <span>▼</span>	Address <span>▼</span>	Phone <span>▼</span>	Email <span>▼</span>	Actions
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# STEP 9

Within the lookup window that appears, select **Realtor** from the **Category** drop-down list. Click **Search**. Click to highlight your Realtor name, then click **Select**.



The screenshot shows a 'Lookup' window with the following elements:

- Category:** A dropdown menu with 'Select One' selected. The dropdown is open, showing 'Select One', 'Certified Dock Builder', and 'Realtor'. A red arrow points to 'Realtor'.
- Name:** A text input field.
- Search:** A green button with a red arrow pointing to it.
- Table:** A table with columns: Name, Category, Address, Phone, Email, and Select. The table currently shows 'No records to display.'

You can return to the home screen and request permit(s) for your client or log out.

If you logout, then in the future when you want to request a permit for your client you will be required to access your client's account through your CDB account.

Things to be aware of:

- Your client will be asked to verify the account you created the first time he or she logs into the permit system.
- If your response from Ameren included a need to transfer existing permits at your client's property, request the transfer prior to submitting a separate request for additional permits.
- The permit application will not be considered complete, and the process may be delayed, if any permit issues are not addressed.

You may request the application instructions for the permit system by sending an email to [Lake@Ameren.com](mailto:Lake@Ameren.com).