# Using the Inquiry Record Type

The Inquiry record type is available in all ePermitting modules. It is a bare-bones record type designed only to store incoming inquiries that can then be referred back to, both to leverage agency research and effort/time already spent and/or to simply document the kinds of inquiries your agency is receiving for reporting purposes, trending, training response, etc. It does not issue and is not for Fee Estimates or permitting purposes - not in design or functionality.

One alternative use that ePermitting has recommended over the years for the Inquiry record type - is to use it for Point of Sale (POS) transactions, to provide your agency with much more financial/payment/fee functionality and flexibility that is specifically NOT available in the POS page (which is for strict cashiering only, no financial functionality). Agencies can create ONE single Inquiry record for each month or quarter (based on preference) - and reuse it over and over to post that month's (quarter's) POS transactions and payments. Using the Inquiry record type for this purpose, makes it really easy to reconcile POS transactions, whereas the POS page is very clunky and unfriendly in this way.

The Inquiry record type allows an agency to record and document any incoming inquiries. A common business case is a highly sought out undeveloped commercial parcel comes up for sale – many agencies will begin getting inquiries from developers, banks, investors and the like, about what it would take to develop this parcel, have it rezoned in some way, access to infrastructure, etc. The research is done often times to include maps, historical documents, lot history, fee estimates to develop, etc. All of this documentation, fees, and research can be recorded on various tabs of the Inquiry record for future and recurring use. Then the next time someone comes in inquiring about that same parcel that is for sale – the agency can browse to that existing Inquiry record and leverage all of the completed work, documentation, and effort that was already done – sharing this information with the next person that inquires.