Build SA

Development Services Department
1901 S Alamo, San Antonio TX 78205
210-207-1111
buildsaocmteam@sanantonio.gov

Using an Escrow Account to Pay Record Fees

Escrow Accounts refer to accounts created by Citizen Access Portal registered account owners and created for the purpose of holding funds to pay for Development Services record fees.

Things to know about using an Escrow Account to pay fees

- This functionality is only available to Citizen Access Portal registered account holders,

- The Escrow Owner or one of his Authorized Agents on the account may use the account to pay any record fees that are due,

- Only the Escrow Account Owner may close the account,

- It is suggested that if an organization is creating an Escrow Account, it should be created in the Organization's name,

- An Escrow Account Owner may have multiple accounts – each Escrow Account must have its own unique name.

Use the Add/Remove Contact amendment to add or remove Authorized Users when managing your Escrow Account(s).

Before you begin

1. Gather pertinent information: Citizen Access login information, Original record ID # (parent record), etc.

Paying a Fee

1. **Login** to your Citizen Access Account (to register for an account use the following link: https://aca.sanantonio.gov/CitizenAccess/Default.aspx.)
2. **Using** the **My Records** tab, locate and open the record with fees.
3. From the Record Details page of the record, **click** the Payment drop-down menu (shown).

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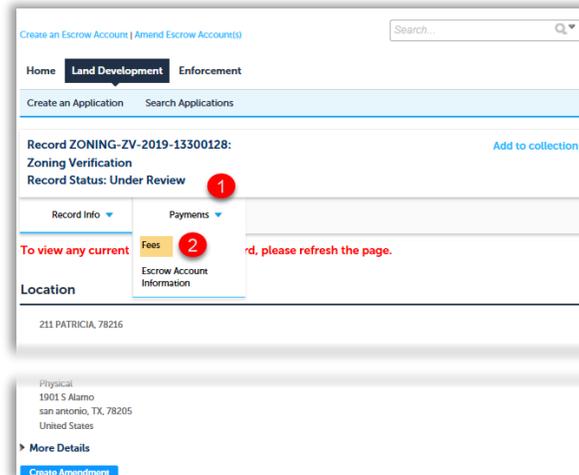
4. The Record's Fees page displays. **Notice** the Total outstanding fees amount is listed. **Click** View Fees Details (#1 shown).
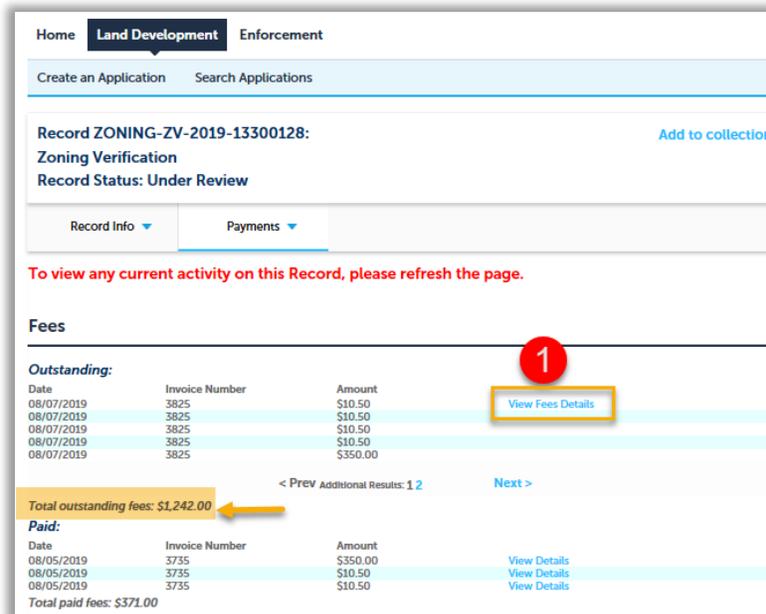
5. The Application Fees itemized list displays. Review fee amounts. **Click** *Continue Application* (shown).

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6. The Payment Options page displays (shown). **Click** the radio button to the left of Pay with Escrow Account (shown). If you are the owner of multiple Escrow Accounts a drop-down menu displays. Click to select the Escrow Account you wish to use to pay fees.

7. **Click** Submit Payment. The Payment Options page displays the amount to be taken from the Escrow Account, the Escrow Number, the Name on the Escrow Account and the balance of the account (shown).

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8. **Click** Submit Payment.
9. A green banner displays after the fee is paid (shown). The record number the fee is associated with displays. Click Print/View Receipt to print or save or your receipt of payment (#1 shown).

Thank you for using Development Services Department's Citizen Access.