



**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

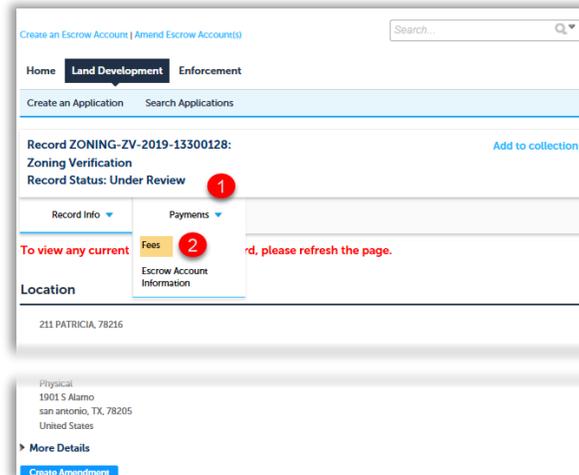
1. Gather pertinent information: Citizen Access login information, Original record ID # (parent record), etc.

### Paying a Fee

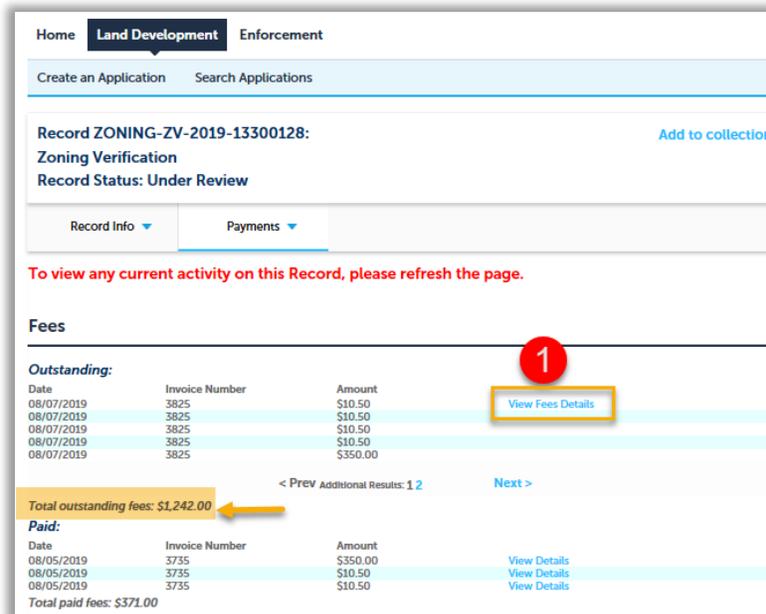
1. **Login** to your Citizen Access Account (to register for an account use the following link: <https://aca.sanantonio.gov/CitizenAccess/Default.aspx>)
2. **Using** the **My Records** tab, locate and open the record with fees.
3. From the Record Details page of the record, **click** the Payment drop-down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



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



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).



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

The screenshot shows the 'Application Fees' section of a web application. At the top, there are navigation tabs for 'Home', 'Land Development', and 'Enforcement'. Below the tabs are two buttons: 'Create an Application' and 'Search Applications'. The main content area is titled 'Application Fees' and contains a table with the following data:

Fees	Qty.	Amount
Zoning Verification Letter Fee (i)	1	\$350.00
Expedited Zoning Verification Letter Fee	2	\$500.00
Surcharge - Development Services Fee (i)	1	\$10.50
Surcharge - Technological Improvement Fee (i)	1	\$10.50
Zoning Verification Letter Fee - AR	1	\$350.00
Surcharge - Development Services Fee - AR	1	\$10.50
Surcharge - Technological Improvement Fee - AR	1	\$10.50

Below the table, a yellow box highlights 'TOTAL FEES: \$1,242.00'. At the bottom of the section is a blue button labeled 'Continue Application »'.

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.

The screenshot shows the 'Payment Options' page. At the top, there are navigation tabs for 'Home', 'Land Development', and 'Enforcement'. Below the tabs are two buttons: 'Create an Application' and 'Search Applications'. The main content area contains the following text:

Please select a payment method and then fill in all required information.  
The available payment methods are:

- Credit Card
- Bank Account
- Escrow Account

\* indicates a required field.

### Payment Options

Amount to be charged: \$1,242.00

Pay with Credit Card or Bank Payment

Pay with Escrow Account

\* Escrow Account Number

\* Escrow Account Number   
19-00107  
19-00127

Submit Payment »

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).



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

The screenshot shows a 'Payment Options' form. At the top, it states 'Amount to be charged: \$1,242.00'. Below this, there are two radio button options: 'Pay with Credit Card or Bank Payment' (unselected) and 'Pay with Escrow Account' (selected). A label '\* Escrow Account Number' is followed by a dropdown menu showing '19-00107'. Below the dropdown, a yellow box contains the text 'Name on Escrow Account: Drucita' and 'Amount Available: \$51,000.00'. At the bottom of the form is a blue button labeled 'Submit Payment >'.

- 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).

The screenshot shows a 'Record Issuance' confirmation page. At the top, there are navigation tabs for 'Home', 'Land Development', and 'Enforcement', with 'Land Development' selected. Below the tabs are links for 'Create an Application' and 'Search Applications'. A green banner with a checkmark icon contains the text: 'You have paid a fee associated to this Record. Please print a copy of this receipt and retain a copy your records.' Below the banner, it says 'Thank you for using our online services.' and 'Your Record Number is ZONING-ZV-2019-13300128.' in a yellow box. The next paragraph states: 'You will need this number to check the status of your application or to schedule/check results of inspections. Please print a copy of your record and post it in the work area.' Below this is a blue button labeled 'Print/View Receipt' with a red circle containing the number '1' next to it. The final paragraph says: 'A licensed professional is now authorized to proceed with work at the designated location. Your record type requires a follow-up inspection once work is completed. You may schedule the inspection now or return to schedule the inspection upon completion of the work. Choose "View Record Details" to Schedule Inspections, check status, or make other updates.' At the bottom is a blue button labeled 'View Record Details >'.

**Thank you** for using Development Services Department’s Citizen Access.