Due to problems when uploading documents, the recommended browser is Internet Explorer.

Withdrawal & Refund

Withdrawing an Application and Requesting a Refund
Withdrawal an Application and Requesting a Refund

Please note, when selecting ‘Withdraw’, record closes permanently.
Withdrawal & Refund Request

1. Login to your account.
2. Click the Home Tab.
3. Click My Records.
4. In My Records, locate the record you are requesting to Withdraw or Requesting a Refund.
5. Click the Record Number ID link to access record.
Withdrawal & Refund Request

6. The Record Detail page displays. Click the *Create Amendment* link located at the bottom of the Record Detail page (shown).
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7. A list of Amendments applicable to the specific record type displays (shown).

8. Click the radio button to the left of Withdrawal or Refund Request (#1 shown).

9. Click Continue Application (#2 shown).
10. Citizen Access displays Step 1 of the Withdrawal or Refund Request application (shown). Note the Address, Parcel, Owner information from the original application pre-populate the fields. 

11. Click Continue Application.
Withdrawal & Refund Request

12. Contact list displays.

13. Click Continue Application.
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14. Complete required fields. Required fields are identifiable by a red asterisk *. 

15. Click Continue Application.
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16. You are now in Step 2: Application Information > Documents section. Uploading any documents is optional.

17. Click Continue Application.
18. You are now in Step 3: Review section. Click a section’s Edit link to review or edit (shown).

19. Use scroll bars to read Disclaimer. Then, click the box to the left of the disclaimer acceptance statement.

20. Click Continue Application.
Withdrawal & Refund Request

21. You are now in Step 4: Pay Fees. The fee for the Withdrawal & Refund Request is $100.00.

22. Review fee amount.

23. Click Continue Application.
Withdrawal & Refund Request

24. The Civic Pay page displays.
25. Click the radio button to the left of preferred payment method. Options available are Credit Card or Echeck. Example shows Credit Card.
26. Click Continue (shown).
27. In this example, Credit Card is selected. Type Credit Card information to pay the $100.00 fee.

28. Use the drop-down menu arrow to select Card Type and Expiration Date (shown).

29. Click Make Payment.
Withdrawal & Refund Request

30. Payment validation displays (shown).
31. You are now in **Step 5: Record Issuance.** The Record number for the Withdrawal & Refund application is issued (#1 shown).

32. Click the **Print/View Receipt** link to print the receipt or to view it (#2 shown).
Withdrawal & Refund Request

33. Click the View Record Details link to view the Withdrawal & Refund Request record details.
Withdrawal & Refund Request

34. The Withdrawal & Refund record displays on your My Records tab (example shown). Click Record Number link to view record details.
A Refund check will be mailed to the Primary Contact’s mailing address as listed on the original Record.

With questions about the Withdrawal & Refund application process, please contact the BuildSA Customer Call Center, 210-207-1111 (select option #5, BuildSA). Hours are: M-F, 7:45am to 4:30pm.
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