



DEVELOPMENT SERVICES

TO: Development Services Customers

SUBJECT: **INFORMATION BULLETIN 110**
Accessing Information, Plan Review Comments, Inspections Online

DATE: February 2, 2007
Revised November 29, 2018 / February 08, 2022

CREATED BY: Plan Review Division

Purpose:

As a customer service initiative, the Development Services Department (DSD) created this **revised** Information Bulletin (IB) 110 to guide customers in accessing permit information and plan review comments online. This bulletin has been re-written for the electronic Plan Room within the BuildSA permitting system.

Scope:

All applications and permits are through the [BuildSA Customer Portal](#). Any DSD application or permit may be searched for and reviewed even without logging in with a BuildSA Portal Account. With a portal account and by logging in, the ability to work with records you are associated with become available. As an applicant and/or contact on an application or permit, you are allowed to amend records, pay fees, process plan review comments, download approved plans, and work with permit inspections, among others.

Process to Search and Check Application or Permit Status

Open the BuildSA Customer Portal. No login is required but the search is also there if logged in. If logged in, you may also limit your search for your records.

<https://aca.sanantonio.gov/CitizenAccess/Welcome.aspx>



You can search for property information by choosing Lookup Property Information, or by any type of record using Search Records/Applications. Most building applications and permits are in the Building module (Fire systems in the Fire module). From the module you are interested in, you can search by address, record numbers or other variables. Using address, typing less of a street name is better than typing a whole address.

Once a list of records is located for an address for example, clicking on a light blue link as shown below will open a record to see all available information.

100+ Record results matching your search results
Click any of the results below to view more details.

Showing 11-20 of 100+ | [Export results](#)

<input type="checkbox"/>	Date	Record Number	Record Type	Description	Project Name	Address	Expiration Date	Created By	Status	Action	Short Notes
<input type="checkbox"/>	10/11/2021	COM-PRJ-APP21-39803399	Commercial Project Application		1901 ALAMO ST	1901 S ALAMO ST City of San Antonio, TX 78204		vincent.trevino	Withdrawn		
<input type="checkbox"/>	10/02/2021	SIG-PMT-REN21-21900307	Sign Permit Renewal Application		1901 S ALAMO ST	1901 S ALAMO ST SAN ANTONIO, TX 78204		David Simpson	Issued		
<input type="checkbox"/>	10/01/2021	SIG-PMT-REN21-21900292	Sign Permit Renewal Application		1901 S ALAMO ST	1901 S ALAMO ST SAN ANTONIO, TX 78204		AR10873	Issued		

Any Blue link can be opened for details

Home Land Development **Building** Fire

Search Applications

Record COM-IFO-PMT21-40500139:
Commercial Finish Out Permit
Record Status: Active

Record Info ▾ Payments ▾

- Record Details
- Processing Status
- Related Records
- Inspections
- Valuation Calculator

activity on this Record, please refresh the page.

Record Details provide all the application information and contact details.

Processing Status will provide an overview of the application or permit workflow from submittal to record completion to keep track of where your project is in the system.

Related Records – some records may be associated with other records. Any issued permits will be associated with its corresponding application record.

Inspections are available to review the list/status and schedule (if your record and logged in).

The Plan Room - Process to Review Issues and Upload Missing or New Documents

Once you are logged into BuildSA Customer Portal, find your application record, and click on the record's blue link, you can open the Plan Room to upload or re-submit documents for an application. The Plan Room tab has two important tabs, "Uploads" and "Issues". The Approved tab is where approved City stamped plans may be downloaded after plan review.

The Uploads screen will allow uploading all electronic documents, including later revisions. The Issues screen will allow you to review all plan review comments (Issues) and answer them. You must open each issue and type a response for a particular discipline in technical review prior to uploading revisions to the review package for that discipline. The screens are shown below:

The screenshot shows the BuildSA Customer Portal interface. At the top, there are navigation tabs: Home, Land Development, **Building**, and Fire. Below this is a search bar with "Search Applications" and "Create an Application" options. The main content area displays "Record COM-PRJ-APP21-39800272: Commercial Project Application" with a status of "Under Review". A dropdown menu for "Plan Room" is open, showing options: Summary, Uploads, Issues, Conditions, Notes, and Approved. Below this, there is a "Location" section with the address "1320 AUSTIN HWY City". A navigation bar at the bottom of the main content area has tabs: Record Details, Summary, Uploads, **Issues**, Conditions, Notes, and Approved. Below the navigation bar, there is a text block explaining the issues list. At the bottom, there is an "Issues" table with columns: Discipline, Title, Status, Attached To, Created By, Last Updated, and Updated By. Two issues are listed, both with a status of "OPEN".

Discipline	Title	Status	Attached To	Created By	Last Updated	Updated By
TECHNICAL REVIEW - COMMERCIAL BUILDING	Issue 1	OPEN	C5.0	Richard Chamberlin	11/17/2021, 2:30:08 PM	Richard Chamberlin
TECHNICAL REVIEW - COMMERCIAL BUILDING	Question	OPEN		Richard Chamberlin	11/17/2021, 2:30:54 PM	Richard Chamberlin

Once an issue is opened and your response typed in and saved, the issue becomes "Answered". At that point you may upload any new or revised documents.

Digital Plan Room
Record: COM-PRJ-APP21-39800382 Need help

Record Details	Summary	Uploads	Issues	Conditions	Notes	Approved
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Below you will see a comprehensive list of issues for this project. This list can be filtered to focus on a desired discipline or status. You can click on an open issue to view associated mark-ups and respond before uploading new plans. Please note that all open issues will require a brief response prior to uploading a revised plan set.

Issues
Filter

Discipline	Title	Status	Attached To	Created By	Last Updated	Updated By
TECHNICAL REVIEW - COMMERCIAL BUILDING	Issue 1	ANSWERED	C5.0	Richard Chamberlin	11/17/2021, 2:40:18 PM	Richard Chamberlin
TECHNICAL REVIEW - COMMERCIAL BUILDING	Question	ANSWERED		Richard Chamberlin	11/17/2021, 2:40:50 PM	Richard Chamberlin

Documents are uploaded to Review Cycles under the “Uploads” tab. A review cycle to whomever is asking for a document, must be in the status of “Resume” to upload to. As more technical disciplines create issues you will see a list of review packages, some you have already closed out by uploading electronic documents and other packages waiting for you to upload documents to, each package listed by discipline. Until the documents are uploaded, and the status is set to “View” the city gets no notice that issues have been responded to.

Digital Plan Room
Record: COM-PRJ-APP21-39800382 Need help

Record Details	Summary	Uploads	Issues	Conditions	Notes	Approved
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Digital files required for application and plan review are submitted within a review package. Below is a list containing submitted and in progress packages for this application. Plan files may only be submitted at the start of a review cycle. For review cycles that are in progress, click the Resume action to upload files to the packages.

Review Packages

Date	Name	Description	Status	Last Updated By	Comments	Action
11/17/2021	Technical Review - Commercial Building Review Cycle Number 2		New	Richard Chamberlin		Resume
11/17/2021	Review Plan Cycle # 1		Accepted	Richard Chamberlin		View

More Detail regarding the plan review process:

All permit applications that require technical plan review of electronic construction plans are applied for online within the [BuildSA Customer Portal](#). After submittal, all electronic construction documents, forms, and reports are uploaded as pdfs to the Plan Room within the Customer Portal. The type of applications that use the Plan Room are applications for commercial projects, all new residential homes and residential additions/accessory structures over 1,000 or two-story, demolition permits, solar/photovoltaic systems, fire systems (alarm/sprinkler/other), tree permits, and certain types of mechanical, electrical, or irrigation applications for permits (depending on the type of MEP equipment being installed).

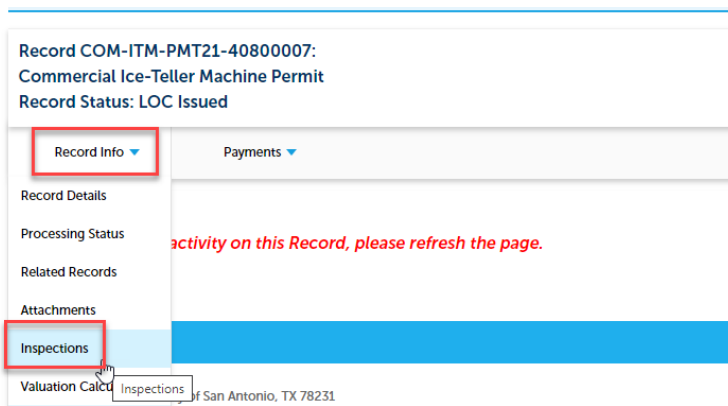
Customers first apply on-line and are then provided with an application record number. After submittal, applicants must upload electronic documents to the Plan Room. After uploading pdf documents, the DSD first receives notice that an application has been submitted. The first step on the City side is a Completeness Review to check for complete documents and information prior to technical reviews starting, as well as to access and invoice plan review fees. Once plan review fees are paid then technical review start.

During Completeness Review, the City may set the Completeness review to “Additional Information Required” to obtain missing or incorrect documents. The customer will then receive an e-mail indicating what is missing, i.e. required documents to add to the Plan Room. By logging into the portal, and opening the record, within the Plan Room the customer will see a new “Review Package”, created for the purpose of uploading new or missing electronic documents. Once the upload happens, the City receives notice to review the new documents.

During various Technical Reviews “Issues” are created in the Plan Room, by discipline, from the City side of BuildSA. An issue may be a request for a missing document of some type, a request for a revised sheet within the construction plans that is not code compliant, or may simply be a question or clarification that is needed by the plan reviewer. The customer will receive an e-mail to check the Plan Room, whereupon issues may then be opened reviewed and responded to. It is important to remember, the technical plan reviewer would have set his/her review to “Additional Information Required”. As in the Completeness Review process, this creates a subsequent “Review Package” (by discipline), which must be used to upload electronic documents/resubmittal in pdf format back to a particular reviewer.

Process to Check Inspection Status and Schedule Inspections

Review of inspections and scheduling on inspections are through the [BuildSA Customer Portal](#). From the main menu, in the Building tab, find and open the permit record’s blue hyperlink, and under Record Info, choose Inspections:



Once you are in the Inspections tab, you can review details of inspections, or you can schedule “Pending” inspections for records that you are associated with. For Commercial and New Residential permit types, the mechanical, electrical plumbing and flatwork inspections located on the building permit, may only be scheduled by the specific Licensed Professional (LP) Contractor attached to the permit record for that discipline.

Record Status: LOC issued

Record Info ▾

Payments ▾

To view any current activity on this Record, please refresh the page.

Inspections

Upcoming (4)

TBD at TBD Pending Fire - Final (482238)
Inspector: *unassigned*

TBD at TBD Pending Fire - Fire Lane (482237)
Inspector: *unassigned*

TBD at TBD Pending Building - Final (482236)
Inspector: *unassigned*

TBD at TBD Pending Building - Foundation with Letter (482235)
Inspector: *unassigned*

Actions ▾

View Details

Schedule

Actions ▾

Actions ▾

Completed/Pending Issuance

There are no completed inspections on this record.

Inspections are scheduled for the day requested, but only for the entire day. You must select the 12:00 AM – 11:59 PM check box.

Schedule an Inspection

Inspection type: Building - Final

To continue, select an appointment date and time range by clicking a link on the calendar below:

Nov 2021							Dec 2021							Jan 2022						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21
22	23	24	25	26	27	28	29	30												

12:00 AM - 11:59 PM

Continue Cancel

After selecting the date, a screen allows you to input notes to the inspector.

Schedule an Inspection ✕

Confirm Your Selection
Please confirm the details below and click the Finish button to schedule the inspection.

Building - Final
11/19/2021 12:00 AM
2369 MILITARY HWY City of San Antonio, TX 78231
Richard Chamberlin 210-207-1111

Include Additional Notes
Optional Comments or Instructions for your Inspector:
Please use the code 1234 to get in the gate

(Please include an alternate phone number if different from the contact information provided in your application.)

Finish Back Cancel

In addition, customers may reschedule or cancel an inspection.

Record COM-ITM-PMT21-40800007:
Commercial Ice-Teller Machine Permit
Record Status: LOC Issued

Record Info ▾ Payments ▾

To view any current activity on this Record, please refresh the page.

Inspections Under Actions a scheduled inspection can be re-scheduled or cancelled

Upcoming (4)

TBD at TBD Pending Building - Foundation with Letter (482235) Inspector: <i>unassigned</i>	Actions ▾
TBD at TBD Pending Fire - Final (482238) Inspector: <i>unassigned</i>	Actions ▾
TBD at TBD Pending Fire - Fire Lane (482237) Inspector: <i>unassigned</i>	Actions ▾
11/19/2021 at 12:00 AM Scheduled Building - Final (482236) Inspector: Eric Nadvornik	Actions ▾

Completed/Pending Issuance

There are no completed inspections on this record.

The online BuildSA system allows you to perform actions on and review information at any time and from anywhere. DSD has many training materials to help a customer with any part of the BuildSA system, and through any process of starting and completing a construction project. Training materials, guides, videos, and training modules are located at the DSD website: <https://www.sanantonio.gov/DSD/BuildSA-Project#266242303-customer-resources>

If you have any questions on this process, please contact the Plan Review Staff at dsdplansmanagement@sanantonio.gov

Summary:

This Information Bulletin is for information purposes only.

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