

Customer Self Service (CSS) How to View Plan Review Comments

1. After logging into your CSS account, open your project through the *My Work* tab.

The screenshot displays the 'My Work' section of the CSS portal. The navigation bar includes links for Home, Apply, Dashboard, My Work (highlighted), Today's Inspections, Map, Fee Estimator, Pay Invoices, and Search. Below the navigation bar, the 'My Work' section is active, showing tabs for MY INVOICES, MY PERMITS (selected), MY PLANS, MY EXISTING INSPECTIONS, and REQUEST INSPECTIONS. A search bar and a 'Display' dropdown (set to 'All') are present. An 'Export to Excel' button is also visible. The main content is a table with 7 columns: Permit Number, Project, Address, Permit Type, Status, and Attention Reason. The table lists 10 permits, with the last two rows showing 'On Hold' status and 'Review Not Approved' reasons. A footer note indicates 'Showing 54 records. Limited to the last 2000 records'.

Permit Number	Project	Address	Permit Type	Status	Attention Reason
EP2022-07753		517 OLD COMPASS RD Ch...	Engineering Permit (ROW) - ...	Recent, Pending	
BC2021-03112		102 PRESIDENT ST Charles...	Permit - Building, Commerci...	Pending	
BC2021-03107		1125 PITTSFORD CIR Charl...	Permit - Building, Commerci...	Active	
BC2019-01802		487 MEETING ST Charlesto...	Permit - Building, Commerci...	Active, Attention	Unpaid Fees Inspection Not Pass
SF2021-14180		723 LEAFWOOD RD Charle...	Permit - Building, Residentia...	Active, Attention	Inspection Not Pass
EP2018-02091		2691 COLONEL HARRISO...	Engineering Permit (ROW) - ...		
FNCR2021-01100		1620 WILTON ST Charlesto...	Permit - Fence, Residential ...	Attention, Pending	On Hold Review Not Approv
BC2021-02682		2 GEORGE ST Charleston, S...	Permit - Building, Commerci...	Attention, Pending	On Hold
SF2021-13356			Permit - Building, Residentia...	Attention, Pending	On Hold Review Not Approv

Showing 54 records. Limited to the last 2000 records

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2. This is the homepage of a permit. Click the *Review Tab*

Permit Number: BC2021-03112
[Permit Details](#) | [Tab Elements](#) | [Main Menu](#)

Type:	Permit - Building, Commercial New	Status:	Applied	Project Name:	
IVR Number:	213452	Applied Date:	12/28/2021	Issue Date:	
District:	Peninsula	Expire Date:		Finalized Date:	
Valuation:	\$26,500,000.00				
Description:	six story mixed use to include parking, amenities, retail, ground floor lobby, upper floors, 101 units for student housing. (submitted floodproofing plan)				

Summary

Locations

Fees

Reviews

Inspections

Attachments

Contacts

Sub-Records

More Info

Project Summary

Progress

3% Completed

- Completed
- In Progress
- Not Started

Fees

Workflow

- ❗ Commercial Plan Review - Not Passed : 05/06/2022
- 🔄 Commercial Plan Review - Started - Scheduled for 05/20/2022
- 🔄 LINK PLAN TRC-SP - TRC - Site Plan - Started
- 🔄 PLAN BAR - Started
- ☐ Verify City and State License Status
- ☐ Collect Fees
- ☐ Discontinue Permit

Available Actions

ℹ️
No Actions

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- This example shows this project has gone through multiple reviews. Click the arrow to expand the review.

Commercial Plan Review			
Submittal Status	Received Date	Due Date	Completed Date
Needs Review	05/06/2022	05/20/2022	

Commercial Plan Review			
Submittal Status	Received Date	Due Date	Completed Date
Needs Correction	02/25/2022	03/11/2022	

Commercial Plan Review			
Submittal Status	Received Date	Due Date	Completed Date
Needs Correction	12/28/2021	01/27/2022	

Once expanded, the individual review statuses can be viewed:

Summary	Locations	Fees	Reviews	Inspections	Attachments	Contacts	Sub-Records	More Info
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Commercial Plan Review

Submittal Status	Received Date	Due Date	Completed Date
Needs Review	05/06/2022	05/20/2022	

- BID - Commercial Building Review • Approved • Graham Derick • Completed : 05/12/2022
- Zoning - General • Needs Review • Harp Ana • Due : 05/20/2022
- FMD - Plan Level Assignment • Needs Review • Megee Timothy • Due : 05/24/2022
- BID - Commercial Electrical Review • Needs Review • Heyward Marion • Due : 05/20/2022

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4. To view plan review comments, there are two areas to look. One is within the plan review step.

Commercial Plan Review

Arrow to expand

Submittal Status	Received Date	Due Date	Completed Date
Needs Correction	02/25/2022	03/11/2022	05/06/2022

1

Zoning - General • Needs Correction • Harp Ana • Completed : 03/11/2022

Arrow to expand

Due Date	Completed Date
03/11/2022	03/11/2022

Comment

Pending TRC approval, pre-con meeting and initial inspections.

Comments made by reviewer

1

FMD - Plan Level Assignment • Needs Correction • Megee Timothy • Completed : 03/17/2022

Due Date	Completed Date
03/16/2022	03/17/2022

1

BID - Commercial Electrical Review • Needs Correction • Heyward Marion • Completed : 03/18/2022

Arrow to expand

Due Date	Completed Date
03/25/2022	03/18/2022

Comment

Needs Electrical Comcheck

✓

Substantial Improvement/Damage Review • Approved • Graham Derick • Completed : 04/11/2022


BID - Commercial Building Review • Not Required • Graham Derick • Completed : 05/06/2022

5. Plan review comments can also be found under the attachments section:

[Summary](#) [Locations](#) [Fees](#) [Reviews](#) [Inspections](#) [Attachments](#) [Contacts](#) [Sub-Records](#) [More Info](#)

[Attachments](#) | [Next Tab](#) | [Permit Details](#) | [Main Menu](#)


Attachments Sort Ne



Attachment

[BID - approved plans.pdf](#)


Uploaded: 01/28/2022



Attachment

[102 President St_bid approved revised plan.pdf](#)

Uploaded: 04/11/2022




Attachment

[BID plan review comments_102 President.pdf](#)

Uploaded: 02/09/2022


Building Plan Review Comments



Attachment

[2022-02-14_F&LS Plan Review_On hold.pdf](#)

Uploaded: 02/14/2022



Attachment


[2022-03-17_F&LS Plan Review_On hold.pdf](#)

Uploaded: 03/17/2022

Fire Marshal Comments

Select Type ▼

Add Attachment



Supported: .pdf, .jpg, .png, .jpeg, .gif, .tiff, .doc, .docx, .xls, .xlsx, .text, .dwg, .zip, .csv, .rtf, .dxf, ...