



New Castle County | Land Use—Land Development Applications

Electronic Plan Review

Land Development Applications User's Guide

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Getting Started

What is eServices?

eServices is the Land Use Department's online plan review system for applicants to submit Land Development plans and documents electronically rather than on paper.

Design Professionals can submit projects electronically through ePlans once the initial submission is provided to Land Use. Land Use staff and other agencies can review projects simultaneously with ePlans, which helps reduce review time frames and also lets customers skip a trip to New Castle County offices.

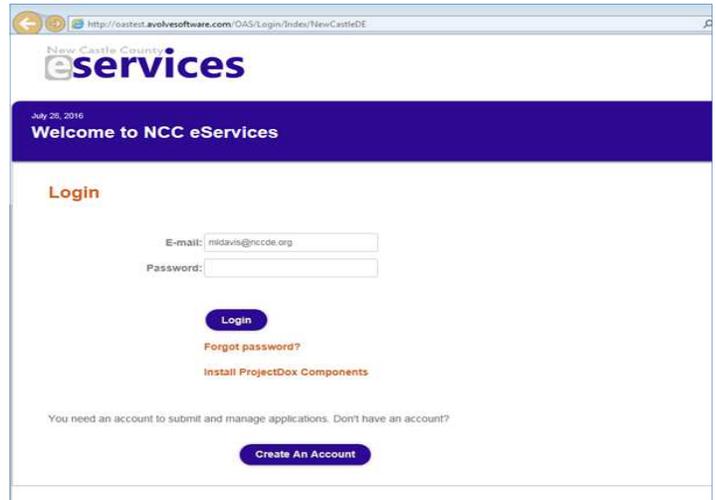


Figure 1: ePlan login screen

www.nccde.org/eplans

Site Requirements

eServices is a free service. It is a web-based program and no special software is needed. However, we recommend that our users use Internet Explorer (IE) and there are some requirements:

- **Create an Account**

Applicants need an eServices account. After submitting the request, you'll receive an e-mail to verify the account. The direct link to eServices is <https:///eplans.nccde.org/projectdox>.

- **Disable Pop-up Blockers**

ePlans displays plans in pop-up windows, so you'll need to disable your browser's pop-up blocker before using the system.

- **Configure ePlans Site**

For full functionality of ePlans, add ePlans as a trusted site and confirm compatibility settings for your computer. Add the ePlans URL as a Trusted Site under *Tools, Internet Options, Security* and click the *Sites* button. For the Compatibility View, go to *Tools* and *Compatibility View* settings and add the ePlans URL.

- **Install ProjectDox Components**

We use ProjectDox software to review the plans. At the eServices login screen (Figure 1), click the *Install ProjectDox Components* link under the Login button. This installs the ActiveX components needed to run the program.

Note: If you do not have “Administrator” rights to your computer, you may need to contact your IT staff for help with this step.

Submit Application

Submit Application and Create ePlans Account

Land Development applicants will submit a complete application and fees in person with Land Use. The project will be initiated by Land Use staff and the applicant will receive notification via email to upload their plans and documents to ePlans.

- **eServices Account**

Applicants must have a free eServices account. After logging in, you will select Manage My Existing Projects (Figure 2) to find your project task.

Sign Up: <https://eplans.nccde.org/projectdox>

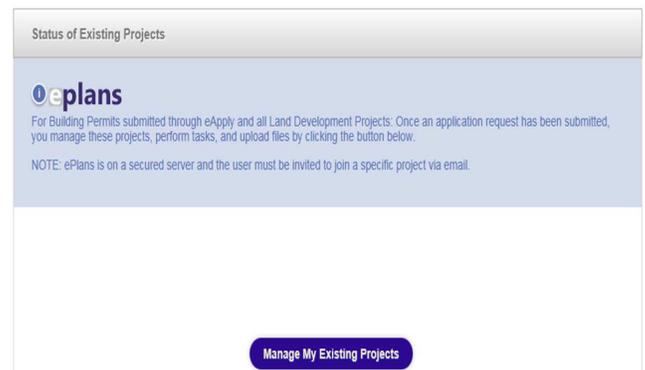


Figure 2: ePlans—Manage My Existing Projects

Need Help?

Call the Land Use office at 302-395-5400 if you need help starting an application or visit our ePlans Resource Center at www.nccde.org/eplans-resource-center.

- **Are You the Primary Contact?**

When completing the SLD-1 form, the primary contact or applicant will be the ePlans user working the Land Development project through the system, not the company's principle. *What if more than one person may need access?* Once the project has been created, the ePlans user can invite additional users into the project at any time.

- **Additional Forms**

After applying for your permit online, you will receive an upload task notification by email. While the project application was previously submitted, all other documents and plans will be required at this time during the upload task.

- **Submittal Standards**

To pass our pre-screen review, all plans and documents must meet the requirements listed in the [Electronic Plan Review Submittal Standards](#). Incomplete documents will not be accepted.

More information is available at www.nccde.org/eplans-resource-center.

Upload Files

After receiving the application, we'll send an e-mail with the application number and a link to upload files into ePlans. You'll have temporary rights to upload files during your task assignment. After submitting the files and completing your task, your rights change to "read only" and Land Use staff are assigned the next task in the project workflow.

Upload Files

- **Plans and Drawings**

- ✓ File names must meet the requirements outlined in the submittal standards document
- ✓ Each plan sheet must be uploaded as a separate file
- ✓ Plans must use "Landscape" orientation
- ✓ All drawings must reserve a space for County approval stamps
- ✓ Upload plans into the appropriate folders (Figure 3)
 - Construction Drawings for Engineering drawings
 - Site Plans Drawings for Land Development plans
 - Supplemental Documents for all other reports and documents

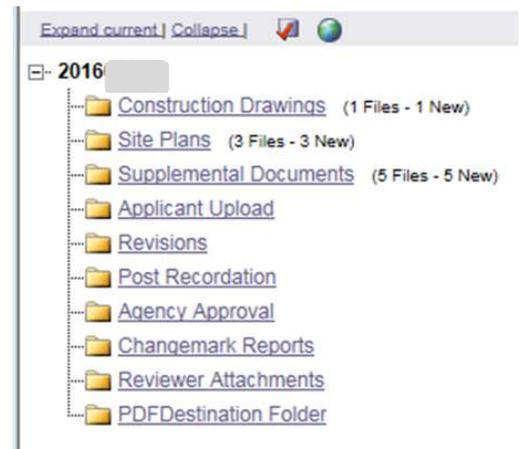


Figure 3: Project Folders

- **Documents**

- ✓ Files must be in .pdf format, preferably searchable PDFs
- ✓ Submit documents as one complete document, not individually like plans
- ✓ Upload documents to the appropriate folder

Submit Files

After uploading files, you need to formally submit them for review by completing the *Applicant Upload* task in the eForm. Find outstanding tasks under the *Tasks* button (Figure 4) or under Active Task List from the main screen.

- **Complete Task**

Important! You must complete the *Applicant Upload* task to submit files. We cannot begin our review until you complete this task. Note: You won't be able to upload additional files after completing the task.

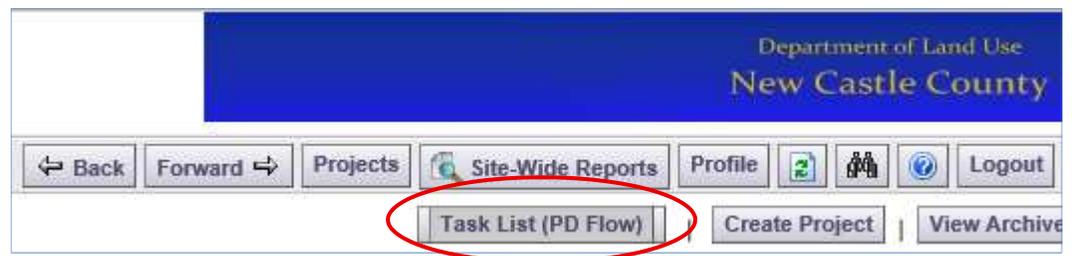


Figure 4: Click the *Task List* button to find a list of your tasks.

Pre-Screen Review

Prior to acceptance, we perform a cursory review of the application, documents and plans to ensure they meet all submittal requirements with an electronic checklist (Figure 5).

DelDOT LONC or entrance permit	Will need DelDOT approval prior to issue but ok for review	<input type="radio"/> N/A <input type="radio"/> Met <input checked="" type="radio"/> Not Met
Permit Valuation Computation Form		<input type="radio"/> N/A <input checked="" type="radio"/> Met <input type="radio"/> Not Met

Figure 5: Checklist Snapshot

All files must meet the requirements specified in the [Electronic Plan Review Submittal Standards](#). Electronic files that do not meet these requirements will not pass pre-screen review.

Plan Review Process

Plan Review

After you've uploaded plans and your submission is accepted, we can begin our review.

- Planning and Engineering sections of Land Use, other County departments and outside agencies will review the plans simultaneously.
- Plan reviewers will mark changes, corrections or red lines on the plans electronically.
- The applicant can watch the review in process using the routing slip (Figure 6) and viewing plan markups.

Resubmittals

If the plans do not pass review, we'll ask for corrections. You'll receive an email with instructions and a list of tasks to complete.

Don't Forget! Applicants must complete the *Applicant Resubmit* task to submit the corrected files. This includes all three checkboxes and then click 'Complete'. We cannot begin our review until you complete the task.

Task Instructions

I have reviewed and addressed the Checklist Comments provided on the "Checklist" tab above. Please click on the tab and review each item. Each comment will be indicated as "Met" or "Not Met". If you would like to export a list of the comments to Excel, click on the "Export to Excel" link in the upper right hand corner of the popup window.

I have addressed all of the items listed in the Changemarks section above that were identified during the Plan Review.

I have uploaded the revised drawings into the "Drawings" folder and, if requested, uploaded any revised documents into the "Documents" folder using the SAME file name as the original files. I am ready to complete my assigned task.

Complete Save and Close

Figure 7: Applicant Resubmit Acknowledgement

ProjectDox

Current Project - Workflow Routing Slip

Task Name	Status	Created	Updated	Group	User	Cycle	Completed				
							Date	Days	Hours	Min	Sec
ApplicantUpload	Complete	8/24/2016 9:12:19 AM	8/24/2016 9:32:57 AM	Applicant	Michael Clendaniel	0	8/24/2016 9:32:57 AM	0	0	20	38
PreScreenReview	Complete	8/24/2016 9:32:57 AM	8/24/2016 9:39:35 AM	Admin Coordinator	Teresa Petrucci	0	8/24/2016 9:39:35 AM	0	0	6	38
AssignPM	Complete	8/24/2016 9:39:36 AM	8/26/2016 10:56:24 AM	Review Coordinator	Antoni Sekowski	0	8/26/2016 10:56:24 AM	2	49	16	0
BeginReview	Complete	8/26/2016 10:56:25 AM	9/20/2016 3:25:58 PM	Project Manager	Phillip McBride	0	9/20/2016 3:25:58 PM	25	604	29	0
DepartmentReview	Complete	9/20/2016 3:25:58 PM	9/20/2016 3:29:10 PM	PLG SUBMIT	Phillip McBride	1	9/20/2016 3:29:10 PM	0	0	3	12
DepartmentReview	Complete	9/20/2016 3:25:58 PM	9/20/2016 3:36:41 PM	ENGR EXPLR	Mathew Nyambega	1	9/20/2016 3:36:41 PM	0	0	10	43
DepartmentReview	Complete	9/20/2016 3:25:58 PM	9/27/2016 8:39:16 AM	ZONING	Phillip McBride	1	9/27/2016 8:39:16 AM	6	161	13	0
DepartmentReview	Complete	9/20/2016 3:25:58 PM	9/27/2016 8:39:42 AM	ENV ASSESS	Phillip McBride	1	9/27/2016 8:39:42 AM	6	161	13	0
DepartmentReview	Complete	9/20/2016 3:25:58 PM	9/27/2016 11:26:59 AM	EXPLR PLAN	Phillip McBride	1	9/27/2016 11:26:59 AM	6	164	1	0
ReviewQA	Complete	9/27/2016 11:27:00 AM	9/27/2016 11:30:24 AM	Project Manager	Phillip McBride	1	9/27/2016 11:30:24 AM	0	0	3	24
ApplicantResubmit	Pending	9/27/2016 11:30:25 AM	9/27/2016 11:30:25 AM	Applicant		1		0	0	0	0

Figure 6: Workflow Routing Slip

The Routing Slip can be accessed from inside the eForm and also through Project Reports.

Stage or Project Approval

Download Plans

You will receive notification by email when your project has approval to advance to the next stage or is fully approved. You can download the approved plans and documents after the project passes each stage.

For Recordation Projects: After project approval, the applicant submits mylars and ROD fees to Land Use for project recordation.

Need Help?

Need More Help?

Visit our website at www.nccde.org/eplansresourcecenter.

- ePlan Quick Guides: How to Log In, Upload Files etc.
- Frequently Asked Questions
- Eplans How To Videos