




To Members of the Development Community:

In 2018, Community Development adopted a new software system to enable the digital submission and review of applications submitted to the City. Since that time, there have been occasional software issues that have occurred, and we appreciated your patience while these were addressed. We are currently experiencing some additional software issues, and we wanted to make you aware of them so that you are better prepared if they occur in the future. Below is a list of software issues that we are aware of currently, along with directions on what to do should you experience the issue.

- **PDFs with a red watermark.** PDFs that have been reviewed by staff and posted to an applicant's CSS portal may have a red watermark on them. While inconvenient, it should not generally impact your ability to download and review the markups on those files. If the watermark obscures a comment, please contact your Project Manager for assistance.
 - This should be addressed with an update in the near future.
- **Errors when pressing the "Submit" button at the end of the application process.** One such error will freeze the screen while the PDF download progress bar pop-up is showing that the files have been 100% downloaded. There are also other errors that may occur after "Submit" has been selected, including an error message that may state: "File not found". If any type of error occurs after you have selected "Submit", *do not press "Submit" again*. Please contact our office to determine if the application was in fact submitted. If so, you may be asked to email the application materials if the files were not properly transferred.
 - This should be addressed with an update in the near future.
- **No markups on reviewed plans.** On occasion, an error occurs causing the markups that staff placed on a set of plans to be erased when posted to the CSS portal at the conclusion of a review. If this occurs, you may still view the comments that are included on the Markup Summary file, which should include all comments from any marked-up plan, in order to complete your revisions. You may also contact your project manager to see if a backup of the marked-up plan was created (though this may not occur in every case).
 - This should be addressed with an update in the near future.
- **Blank pages within reviewed files.** On occasion, PDFs that are posted to the CSS portal at the conclusion of a review will have pages within the set of plans that are completely blank. If this occurs, contact the Project Manager to see if there were any relevant markups from the now blank page, and to see if a backup of the marked-up plan was created (though this may not occur in every case).
 - This should be addressed with an update in the near future.

Thank you for your continued patience while we attempt to resolve these issues. We will strive to keep you up to date with the progress of any fixes that have been put in place, and with any new errors that are encountered in the future. Please feel free to contact us at (planning@como.gov) to report any new errors that are not listed above.

Building & Site • CATSO • Housing Programs • Neighborhood Services • Planning • Volunteer Programs

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 CoMo.gov
CoMo.gov/community-development

Our vision: Columbia is the best place for everyone to live, work, learn and play.