How to... Upload mandatory documentation requested into the application



Government of South Australia Department for Trade and Investment



Background

During the verification of the applicable consent (planning, land division or building) the relevant authority will check if all 'mandatory' documentation has been provided and will issue a request for any missing documentation using your preferred method of communication (email or post).

There is no limit to the number of 'requests for documentation'. The relevant authority can send multiple requests until all mandatory documentation has been provided.

Responding to the 'request for documentation' is not time bound (i.e. no due date to respond by) during the verification of an application. However, not responding in a timely fashion will hinder the relevant authority from progressing with the verification of your application.

Included instructions

- Log in to your online account from the email
- Log in to your online account from PlanSA
- View the request for documentation from 'for your action'
- <u>View the request for documentation from the Documents store</u>
- Upload and submit the additional information

Related Instructions

Available from the PlanSA Support Library – <u>Submit an Application</u> page.

- How to Create an online account to lodge an application for home developments
- How to Share access to your application with someone
- How to Take control of a shared application

Before you begin

To view the relevant authorities' request for documentation from the application, ensure the following has been performed:

- 1. The person who submitted the application should have 'shared access' with you and be provided with the access code.
- 2. Create an 'online account' to view and complete action requests from the relevant authority, and other parties.
- 3. Login to your account, the **Your Applications** dashboard is shown with no applications available.
- 4. Take 'control' of the shared application using the access provided. On taking control, the application can be viewed within the **For Your Action** table only when you are required to complete an action; otherwise the application will be visible from the **Under Assessment** tab.

1





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Log in to your online account from the email

1. Click on the **Development Application** link within the email notification.



2. Click on: I want to lodge, manage or track my application.







Log in to your online account from PlanSA

- 1. Click on Login Options from the PlanSA home page.
- 2. Click on: I want to lodge, manage or track my application.

PlanSA	Online Payments Register ,식 Login Options - 관	Find something	Q
Development applications ▼	Login options 1	Resources ▼	News
Home Submit an application	I want to lodge, manage or track my application $ ightarrow igoplus$	2	

3. Enter your 'username' and 'password' and Log In to view your applications.

PlanSA	
penny.public	3
Remember me	
Forgot your password?	LOG IN
Forgot username?	
Register for an online account	
Become an Accredited Professional	





4

View the request for documentation from 'for your action'

When logged into the online account from PlanSA (and not the email request) you are shown the **Your Applications** dashboard.

1. Click on the application record (not the ID number) to view the status details.

The **Development application** shows a status of 'Information required' and the action 'Provide mandatory information' within the **Status Detail** view.

2. Click on Provide mandatory information.

OR YOUR AC	TION (44)	UNDER ASSESSMENT (190)	DRAFT (5)	AND DIVISION CERTIFICATES (1)	CERTIFICATE OF OCCUPANCY (1)	FINALISED (31)			O Hole fe	within excellen
or your ac	tion								• Help to	r this sectio
ID I	Owner	Location		Nature Of Developme	nt Relevant Aut	nority	Lodged	Status		Days
20001261	Homes R U	5 LOT 17 OODNAD 5733	ATTA TRK MARRI	EE SA Construction of a hous level	e that is one State Planning	; Commission		Information required	00	0-
								« «	21 - 30 of	44 > >>
ITATUS DETA		SUMMARY	App	lication 20001261						
			This	application currently requires	1 action from you					
			Prov	vide mandatory information	• •	2				
			Plann	ing consent			Assessment in	n progress		2
			Verif	fication			Checking su	bmission		
			Infor	rmation Required			Mandatory	information required		

3. Expand the **Existing Documents** and then click on the **document file** name to download.

Existing Docum	lents	3			
Document		Docum	nent Type		Date Created
RequestForDo	ocumentation-Application20001261-Plan	ningConsent-22553.pdf Reque	st for Document	tation	23 Jul 2020 23:50
SitePlan-2242	5.docx	All app	plication docume	entation	23 Jul 2020 15:03
		Select One	÷	Select One	
Document		Document Category		Document type	9
UPLOAD	Lorop tiles nere				
UPLOAD	select multiple documents to upload	simultaneousl <mark>y</mark> .			
UPLOAD [Note: You may	select multiple documents to upload	simultaneously.			
UPLOAD [Note: You may Have you comp No - 1 have m	select multiple documents to upload	simultaneously.			

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4. Click on the download to open and review the 'Request for documentation' letter.



- 4. Locate the documentation the relevant authority has requested.
- 5. Close the letter using 'X' and return to the **Upload Mandatory Documentation** screen.

PlanSA			
Homes R Us 10 SMITH STREET PORT LINCOLN SA 5606			
Request for Documentation			
Applicant: Homes R Us Application ID: 20001261 Consent: Planning Consent Subject Land:			
Location reference: LOT 17 OOL	ONADATTA TRK MARREE SA 5733		
Title ref.: CT 5978/384	Plan Parcel: D71248 AL17	Council: PASTORAL UNINCORPORATED AREA	
Dear Sir/Madam,			
The Authority requires mandator	ry documentation in order to lodge	your application. This includes:	
<please a="" detailed="" list="" of<="" provide="" td=""><td>required documentation here></td><td></td><td><u> </u></td></please>	required documentation here>		<u> </u>
Please provide this information in	n a timely manner to expedite the v	erification of your application lodgement.	





View request for documentation from the Documents store

When logged into the online account from the email request, you are shown the **Development application** summary, and within the **Assessment Status** table for the applicable consent the status is 'Awaiting Mandatory Documentation'.

1. Click on the **Documents** tab to view the request for documentation letter to identify the information that needs to be provided.



2. Click on the 'document name' with the document type 'Request for documentation' to download a copy.

Sun	nmary Documents	Event History	Sharing access	Inspection	Related Actions	
Pos	tal Correspondence					
The	primary contact or the	invoice contact ha	ve requested to be	contacted via p	oost. All important do	ocuments must be
< De	velopment application 2	1003061				
Docu	ment search		Where was the	document uploa	aded?	
Sear	ch by Name		Application			
Sear	rch by Category	•	Planning Con Building Cons	sent sent		
		_				
Sear	cn by Type	•		2		
Sear	Document		Туре	2		



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3. Click on the download to open and review the 'Request for documentation' letter.

	SitePlan-22426.docx
RequestForDocumpdf	^• 3

- 4. Locate the documentation the relevant authority has requested.
- 5. Close the letter using 'X' and return to the **Upload Mandatory Documentation** screen.

PlanSA		
23/07/2020		
Homes R Us		
10 SMITH STREET		
PORT LINCOLN SA 5606		
Request for Documentation		
Applicant: Homes R Us		
Application ID: 20001261		
Consent: Planning Consent		
Proposed Development: Const	ruction of a house that is one level	
Subject Land:		
Location reference: LOT 17 00	DDNADATTA TRK MARREE SA 5733	
Title ref.: CT 5978/384	Plan Parcel: D71248 AL17	Council: PASTORAL UNINCORPORATED AREA
Dear Sir/Madam,		
The Authority requires mandat	ory documentation in order to lodge y	our application. This includes:
<please a="" detailed="" list="" of<="" provide="" td=""><td>of required documentation here> 🗕</td><td></td></please>	of required documentation here> 🗕	
Disease and ide this information	to a strength and a second tend to a short of	-ifiantian of usua analization lades as at

6. Click on **Cancel** to exit the **Upload Mandatory Documentation** screen or sign out of your account.

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Progressively uploading requested documentation

When you do not have all the requested documentation, you can progressively upload the information into your applications document store; keeping the 'Provide Information' action open, allowing you to return multiple times until ready to submit your response.

- 1. Login following the instructions Log in to your online account from the email or Log in to your online account from PlanSA.
- 2. Click on the application record (not the ID number) to view the status details.
- 3. Click on **Provide mandatory information** action.

FOR YOUR AC	CTION (44) UNDE	R ASSESSMENT (190)	DRAFT (5)	LAND DIVISION CERTIFICATES (1)	CERTIFICATE OF OCCUPANCY (1) FINALISED (31)		
For your a	tion							
ID ↓	Owner	Location		Nature Of Developme	ent Relevant Au	ithority	Lodged	Status
20001261	Homes R Us	LOT 17 OODNADA 5733	TTA TRK MAR	REE SA Construction of a hour	se that is one State Planni	ng Commission		Information required
				·			1	×
STATUS DETA	IL CONTACTS	SUMMARY	Ар	plication 20001261				
			Thi	is application currently requires	s 1 action from you			
			Pro	ovide mandatory information	2			
			Plan	ning consent			Assessment in	progress
			Ver	rification			Checking sub	mission

4. Click on **Upload** within the New Documents table to locate the documentation saved on your computer.

Existing Documents				
Document		Document Type		Date Created
RequestForDocumentation-Application200012	261-PlanningConsent-22553.pdf	Request for Documen	tation	23 Jul 2020 23:50
SitePlan-22426.docx		All application docume	entation	23 Jul 2020 15:03
UPLOAD C Drop files here	4 Select On	e •	Select One	<
Document	Document 0	Category	Document type	
Note: You may select multiple documents to	upload simultaneously.			
lave you completed uploading the requester	d information?*			
) No - I have more information to upload				
Yes - I have uploaded all requested information	on			







5. Locate the documentation within the **Open** window and then drag-and-drop into the **Drop files here** field.

	🕞 Open					×
	← → * ↑	OAP Assessment	ڻ ~	, Search DAP	Assessment	
	Organize 👻 Ne	w fc		BE	: • 🔟 🔮	
	📌 Ouick access	^ Name ^		Date modified	Туре	^
	Documents	Haste Water Plan		15/12/2020 4:29 PM	Microsoft Word	1
	Downloads	#				
	Potential and a second					-
ew Documents						
Document 5	Dot					
	w					
UPLOAD Drop files here		v c			>	*
	+ Copy	Fil/ater Plan		✓ All Files	~	
lote: You may select multiple documents to upload si	nultaneously.			Open	Cancel	
	and the second sec			open	Concer	1

- 6. Categorise with the applicable **Document Category** and **Document Type**.
- 7. Click on No I have more information to upload.
- 8. Click **UPLOAD** to your applications document store.

ocument	Document Category		Document type		
Waste Water Plan DOCX – 11.09 KB	Reports	-	Waste Management	-	×
PLOAD Drop files here	Select One	*	Select One	*	
e: You may select multiple documents to uplo you completed uploading the requested infor	ad simultaneously.				

The **Summary** page of the Development Application shows. Until you have received and uploaded all the documents, continue to repeat the instructions on page 8 and 9.



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All requested information uploaded and ready to respond

- 1. Complete the Log in to your online account from PlanSA instructions.
- 2. Click on the application record (not the ID number) to view the status details.
- 3. Click on **Provide mandatory information** action.

FOR YOUR A	CTION (44) UN	DER ASSESSMENT (190)	DRAFT (5) LAND D	IVISION CERTIFICATES (1)	CERTIFICATE OF O	OCCUPANCY (1)	FINALISED (31)		
For your a	ction								
ID ↓	Owner	ner Location		Nature Of Development		Relevant Authority		Lodged	Status
20001261	Homes R Us	LOT 17 OODNADA 5733	TTA TRK MARREE SA	Construction of a hous level	e that is one	State Planning	Commission		Information required
									«
STATUS DET	AIL CONTACTS	SUMMARY	Applicat	tion 20001261					
			This applic	ation currently requires	1 action from you				
			Provide ma	andatory information		3			
			Planning co	nsent				Assessment in	progress
			Verification	I				Checking sub	mission

4. Click on **Upload** within the New Documents table to locate the documentation saved on your computer.

Existing Documents			
New Documents			
Document	Document Category	Document type	
UPLOAD	L Select One	▼ Select One	
lote: You may select multiple documents to up	oload simultaneously.		
lave you completed uploading the requested in	nformation?*		
lave you completed uploading the requested in No - I have more information to upload	nformation? *		



5. Locate the documentation within the Open window and then drag-and-drop into the Drop files here field.

	🚱 Open	×
	← → ∽ ↑ 🤤 « DAP Assessment ∨ Č	, Search DAP Assessment
	Organize 👻 New fr	III 🕶 🔟 🔞
	A Name	Date modified Type
	🗑 Documents 💉 🗣 Waste Water Plan	5/12/2020 4:29 PM Microsoft Word
	- Downloads *	
w Documents		
an bocamento		
Document 5		
Document 5	000	
Document 5)oo	×
Document 5	Dox 	All Files

- 6. Categorise with the applicable **Document Category** and **Document Type**.
- 7. Click on Yes I have uploaded all requested information.
- 8. Click CONFIRM AND SUBMIT.

ocument	Document Category		Document type		
DOCX – 11.09 KB	Reports	×	Waste Management	•	×
UPLOAD Drop files here	Select One	÷	Select One	*	
te: You may select multiple documents to uplo	ad simultaneously.				

9. Click on OK, CONTINUE and acknowledge no additional documents cannot be uploaded as part of this response.

Are you sure you documents will n response.	would like to proceed? Any additional ot be able to be uploaded as part of this
CANCEL	OK, CONTINUE

The Summary page of the Development Application shows, and the Your Actions updated with the 'Provide Information' action completed and removed.

PlanSA

Version 1.4