



## **Eplan**

### **The City of Loveland's Electronic Application Submission Program**

#### **FAQ (FREQUENTLY ASKED QUESTIONS)**

#### **What type of plan can I submit as an Eplan?**

*Right now the City is accepting all Planning & Zoning applications, Commercial Building Permit applications, and fire sprinkler/alarm applications as well as any resubmissions for Eplan review.*

#### **What electronic format can I submit my Eplan in?**

*Currently to utilize the Eplan review process the City requires you to submit your plans in Adobe PDF format (to scale).*

#### **What software do I need to use Eplan?**

*You will need to be able to save documents to Adobe PDF. Adobe PDF documents are viewable and printable using Adobe's FREE Reader Program, which can be downloaded directly from the website .*

#### **What do I name my files?**

*Each application describes the naming convention to use for your documents. This is designed to create a uniform process. Please adhere to this naming convention as your application may get rejected for incorrect file naming.*

#### **How do I submit my plans? Should I email my planner?**

*At this time we have several options for submissions. We ask that you do not email your planner your application - please use the designated email address listed below:*

- 1) *A single email of your application to the designated City email appropriate to your type of submittal: [eplan-building@cityofloveland.org](mailto:eplan-building@cityofloveland.org), [eplan-planning@cityofloveland.org](mailto:eplan-planning@cityofloveland.org), and [eplan-fire@cityofloveland.org](mailto:eplan-fire@cityofloveland.org). Please only send your application to the appropriate email based on your application type.*
- 2) *FTP Sites:*
  - a. *Company or External FTP site: Submit an email to the appropriate city email with the link to your company's FTP site or other FTP site (example: Dropbox).*
  - b. *City of Loveland FTP site: Submit an email to the appropriate city email asking for instructions to submit the application through the City's FTP site.*
- 3) *Burn your application to a disc and drop off/mail/courier it to the appropriate department.*

- 4) *Bring in paper copies of your application. Please note that the City will then scan your paper copies into PDF and to do so, it will add additional time before your application can be scheduled for check-in.*

**I'm having a hard time submitting a sizable application! What do I do?**

*At this time the City's three emails have been set up to accept very large applications. We have put a limit of 50MB on the incoming application. Typically it is the users' email service that is limiting the file transmission. There are several free internet accounts that have the capability to send emails of up to 25 MB.*

**Can I break up my submission into several emails?**

*No. Please keep all applications and resubmissions to a single email. If you can't email the file as a single email please burn it to a disc and submit it that way.*

**Can I submit zipped files?**

*No. At this time the City's IT Department will not allow zipped files to be accepted into email because of the threat of viruses. Please be aware that if you email the City zipped files, they will bounce back.*

**Will paper copies be eliminated entirely from the Application process?**

*No. All Plats including subdivisions, boundary line adjustments, and annexations are required to be Myalrs for signatures as these items are sent to Larimer County for recordation. Also based on State statutes and polices the City is requiring a final paper copy of all materials requiring a wet stamp and signature (Public Improvement Construction Plans, Traffic Impact Studies, Final Drainage Reports, Geotechnical Reports, Water Meter justification letters, etc...).*

**I have comments/concerns/problems that I want you to address.**

*We want to hear them! This is a process we intent to continuously work on and improve as time goes by and we need to hear what works and what doesn't work.*

*Please share it with us by using our brief Customer Service Survey at:*

<http://www.zoomerang.com/Survey/WEB22AZ23TYBLE>