# \_READ ME FIRST

# Process Standards Walk Thru

### **Detailed** Process

- 1. Our Mission
- 2. The 4 Steps
- 3. Get Started
- 4. Your Dashboard
  - a. General CAD Guidelines
- 5. Current
- 6. Site Plan
- 7. <u>visuals</u>
- 8. Scope Snapshot
- 9. Teamwork
- 10. Permit Drawings
- 11. Markup Best Practices
- 12. Permit Services
- 13. Detailed Design
- 14. Shopping List / Purchasing
- 15. Construction Support
- 16. SketchUP Standards are here.

# 1. Our Mission

- a. This is Our Mission
- b. These are our (3) Voices & Prompts
  - i. I come from a position of authority as servant leader. Our brand voice is not too formal, it is a grounded, confident, real-world voice. In general, we are an authority that speaks in plain English meant to help people.

#### **Confident Operator - Sharp & Clear**

- Direct, professional, and efficient
- Great for technical breakdowns, instructions, and high-trust communication
- Maintain exact terminology and direct code references when relevant

#### Sample Tone:

"We reviewed the submittal set and flagged two zoning items you'll need to revise before resubmitting. See the notes on Sheets A2.1 and A3.0."

#### **Chat Prompt:**

"Write this in a direct, professional tone. Prioritize clarity, structure, and efficiency. Maintain exact terminology and direct code references. Assume the reader is sharp and busy."

#### **Confident Operator - Smooth Diplomat**

- Warm, calm, and reassuring
- Ideal for client updates, onboarding, and sensitive pivots
- Natural phrasing, no jargon

#### Sample Tone:

"Totally normal for plans to hit a few review bumps—especially with this city. We'll revise the notes and keep things moving. Nothing major here."

#### **Chat Prompt:**

"Use a calm, friendly, and reassuring tone. Keep language natural and human. You're a capable guide, not a distant expert."

#### **Confident Operator - Bold Closer**

Energetic, decisive, and persuasive
 Best for sales, CTAs, and motivating action
 Confident and clear without being pushy

#### Sample Tone:

"This is a strong layout—it gives you the storage you need, keeps the kitchen open, and adds real value. If you're aligned, we'll move forward and get it priced."

#### **Chat Prompt:**

"Make this confident and energizing. Use persuasive language and end with a clear call to action. Keep it clean and bold, not pushy."

# 2. The 4 Steps

- a.
- b. 2
- c. 3
- d. 4

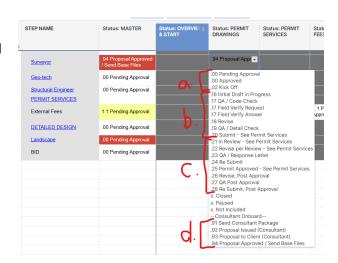
# 3. Get Started

- a. Install **visual** fonts & plot style from the <u>Install First Folder</u> before you begin.
- b. You will be given access to a Job Folder with subfolders already created. If you are having access issues, please contact **visual** immediately. Download this folder to your device. Sample Job Folder Setup
- c. Familiarize yourself with the samples located in any template file provide as well as anything in the <u>Sample Set Folder</u>

# 4. Your Dashboard

#### Updated 03.13.25

- a. You will be given a link to a Dashboard that has shortcuts to our resources as well as your assigned tasks. Once familiar with our software, you can customize your Dashboard as you see fit.
- b. Task: Status
  - i. In progress
- c. Person: Date
  - i. In progress
- d. General Status Overview:
  - i. .o's the first few status' are managed by our CRM team, with '.o2Kick Off' being the signal to start the work.
  - ii. **.1's Pre Permit** Submittal Tasks
  - iii. .2's Post Permit Submittal Tasks
  - iv. .9's OnboardingConsultants to use OurSystem. More <u>HERE</u>



V.

e. Everything Else will be trained on an as needed basis!

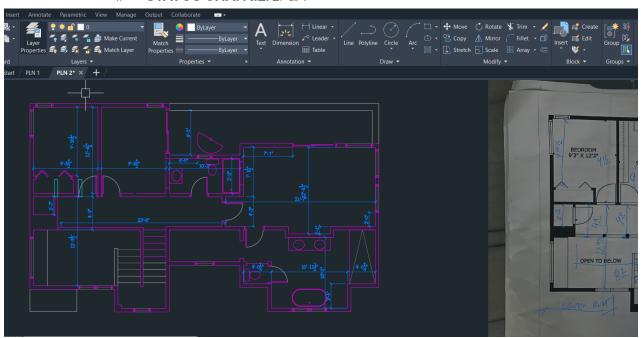
#### 5. Finding

- a. Deliverables
- b. Working Files
- c. Smartsheet
- d. Google Drive

### **6.Current** Situation

#### Updated 08.05.24

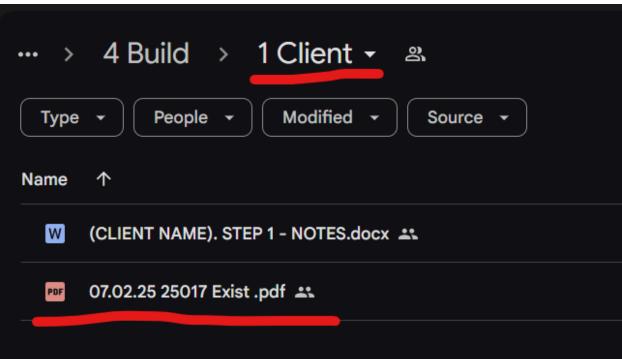
- a. Our Existing Condition drawings are simple and contain only a few layers by design.
- b. Use the Job Dashboard link you've been sent to access all files.
  - i. If you haven't been given a link to a specific job, you can use the <u>Existing</u> <u>Conditions Template</u>
- c. The Existing Plan should fit inside the perimeter shown by any provided surveys.
- d. Use the Virtual Tour (*linked in comment section*) to layout interior walls, doors & windows.
- e. Control Dimensions & photographs are provided in the *Existing Conditions*Dashboard link
- f. Existing **Interior Walls** are drawn at **4" Thick, Exterior Walls at 6"** Thick, unless photographic or noted evidence is provided
- g. When delivering first draft, please provide dimension strings showing provided control dimensions have been met in .dwg format
  - i. STATUS CHANGE: 2. QA



- h. Any needed updates will be sent back to you
  - i. STATUS CHANGE: .04 QA

#### i. First Deliverable:

i. PDF of the necessary plans using the WEB Page Setup and placed in the Visual Folder (no direct link provided yet):



- ii. Save CAD file in CAD/Xref folder, (Permit Drawings Dashboard Link) as necessary
- iii. STATUS CHANGE: 4. Ready for Visuals
- j. As the project progresses, each team may request existing control dimensions to be taken.
  - i. **STATUS CHANGE**: F.05 Field Verify Request

## 7. Site Plan

#### **Updated TEMPLATE 07.26.24**

- a. If you haven't been given a link to a specific job, you can use the <u>Site Plan</u>
  <u>Template</u>
- b. You may receive a Site Plan or Survey from a third party consultant. Our goal is to extract the relevant graphics and notation into our Layer Standards and Page Setups.
- c. Copy the linework into our template above.
- d. Adjust the **Units** in Model Space to Architectural
- e. Check the **Scale** of the original file in Model Space so that you'll be drawing 1:1

f. You can choose to use **Layer Merge** of the consultant layers to match visual layer standards - or - you can simply trace and erase using our layer standards in the template

# 8. Visual Package

#### Updated 08.04.24

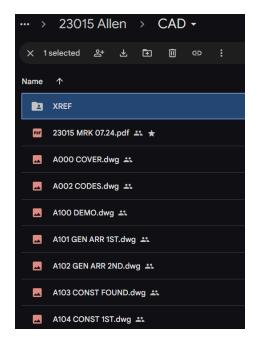
a. This is a free form package where we develop ideas for our clients to make project related decisions. Feel free to use hand sketching, inspiration images, collages or any other method you feel will best communicate the design intent.

#### b. From CAD:

- i. Draw your plan/elevation/whatever you need as per Template
- ii. Use the WEB Page Setup (titleblock may not always be nec'y.) and place PDF in the Visual Folder
- iii. Save CAD file in CAD/Xref as necessary
- iv. Export PDF as .png's as necessary to use in visual package
- c. Use Google Slides Template
- d. Use InDesign Template (coming soon)
- e. From SketchUp
  - i. Check out our Video Resources

# 9. Permit Drawings

- a. Our AutoCAD files simple and contain only a few layers by design.
- b. Use the Job Dashboard link to access all files.
- c. From CONSULTANTS



# **10.** Purchasing Package

## n Selections & Shopping Progress

#### Step 1: Early Coordination

- QA Check for Snapshot (We're reviewing everything before it goes to you.)
- Revising the Snapshot (We're making internal updates or corrections.)

#### Step 2: Client Review Begins

• Sent to You for Review (You'll get a full Snapshot with selections to review.)

#### • In Your Review

(You're currently reviewing or sharing feedback.)

#### Step 3: Edits & Final Approval

#### • Your Revisions Requested

(You've asked for changes — we're working on them.)

#### Approved by You

(Your selections have been approved — thank you!)

#### **Step 4: Shopping List Prep**

#### • Shopping List In Progress

(We're organizing everything into a clear list for purchasing.)

#### • QA Check for Shopping List

(We're double-checking quantities and details.)

#### • Revising the List

(Final tweaks before sending your list.)

#### Step 5: Client Review (Round 2)

#### • Shopping List Sent to You

(You now have the detailed list to review.)

#### • Shopping List Under Review

(You're reviewing or confirming the final list.)

#### Step 6: Final Approval

#### • Shopping List Approved

(We're cleared to move forward.)



#### • Availability Check

(We're checking if all items are still in stock.)

#### • Substitutions Needed

(A few items may need alternatives — we'll follow up.)

#### • Substitutions in Review

(Waiting on your response or final call.)

#### • Ordered as Approved

(We're placing orders — no further action needed.)

#### Invoices Open

(A payment or deposit may be due.)

#### • All Deliveries Scheduled

(Everything is in motion — delivery dates set.)

### Final Step

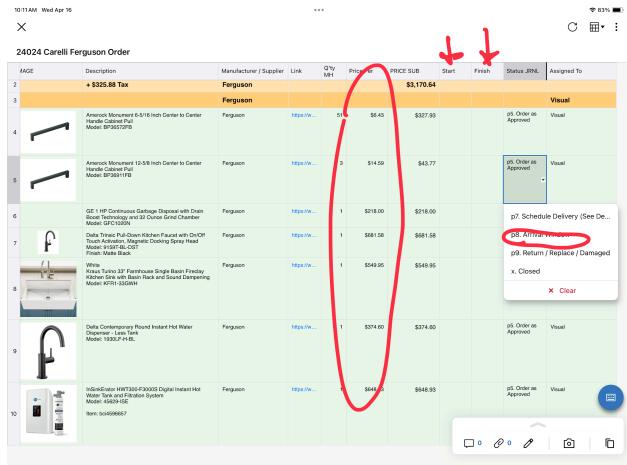
#### Closed

(Selections are complete! On to the next phase.)

a.

b. Delivery date - if it says, Wednesday or a single date - the start & finish are the same. Sometimes it says, "3-5 business days" so the start date would be 3 days and the end date would be the 5 days.

c. And that's the 'Arrival Window' - English is stupid. We can open a window in our house and also use it to describe a gap in time.

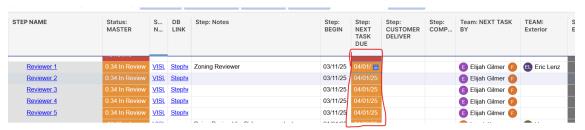


d. Approved Detail Design Drawings

# 11. Permit Services

- a. STEP Begin Permit submittal date.
- STEP Complete Permit approval date based on specific jurisdiction estimated review times. Always put the longest projected timeline from the city, plus 2 weeks.
- c. NEXT Task Used for pre-application task and resubmittals.
- d. this date is sometimes in My Building Permit systems. If not, put this date on the following Monday - and every Monday we can not follow up by email with these reviewers.
  - i. This way this can be done before our Monday meeting. I would put you in Team: Next Task By for these jobs until the status' changes (we can look at those together if they don't make sense to you) at which point

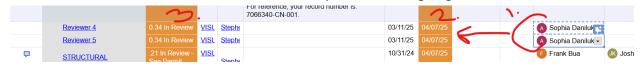
you can change Next Task by to Elijah. You can bill probably 15 minutes to each client in Permit Services each week.



Permit Services, Review 04.07..25

Every Monday prior to team meeting:

- 1. keep your name on these reviewers. check the status on the system (Elijah said he showed you and if you come across a new one ask him) -OR-
- 1a. email them direct a standard email, 'how's the permit review going? (we'll work on this)



- 2. If there's nothing new push the date to the following Monday and keep your name.
- 3. If there's something to Download or we received an email change this to .35 (sometimes .33) keep date, change to Next Task to Elijah, Carl or Frank.
  - e. ELIJAH YOU CAN ADD HERE.

# **12. Construction** Support

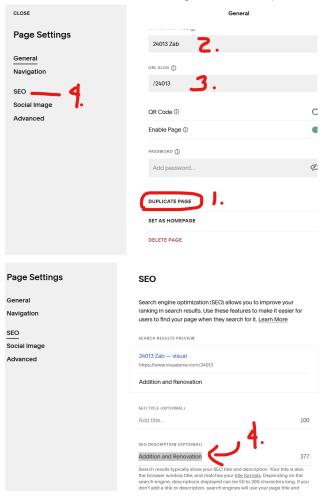
a. Status?

# SETTING UP A DASHBOARD

# Setting Up Dashboards

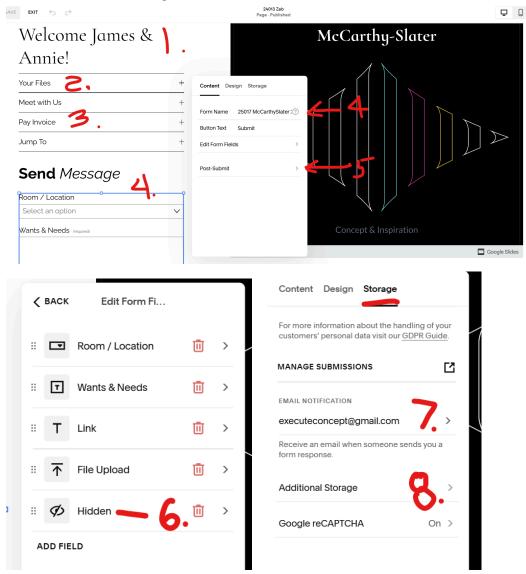
# 13. Squarespace

- a. Go to Squarespace, click on the gear symbol of a previous dashboard.
  - i. Duplicate Page
  - ii. Change Page Title to Job # and first 3 letters of Last name
  - iii. Change URL SLUG to Job #
  - iv. Click SEO and change the description to the Job Type.



- b. Edit the Page
  - i. Change Client Name
  - ii. Route to their Client deliverable folder on Google Drive
  - iii. Fix Pay Invoice Link
  - iv. Change Form Name
  - v. Change **Post submit to the new URL** you just created
  - vi. Change **Hidden field to job number**
  - vii. Remove the Email from Storage

viii. Create Additional Storage - name it JOB # JRNL



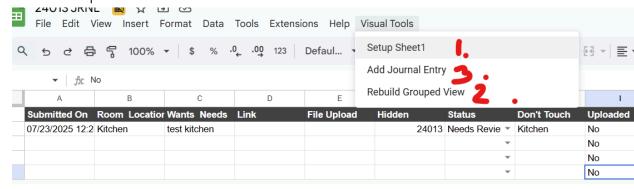
c. Open the new URL and do a **test Form Entry to create** the new Design Journal, make sure it gets **moved to the correct job folder!** 

# 14. Google Drive

- a. Open JOB# JRNL, go to extensions, apps script
- b. Copy and paset JRNL.GS code and DesignJournalSidebar.html from RC1
   Scripts



c. Run the scripts



- d. Publish the Design Journal Sheet.
- e. Copy link to ChatGPT with the following prompt:
- f. Open Visual slides presentation→Share→Publish
- g. Copy link to ChatGPT with the following Prompt.
- h. Paste the returned Code back to the Squarespace in their proper place.

## 15. Smartsheet

a. Open Project Journey and Project Team and Insert Job Number in the top cell.



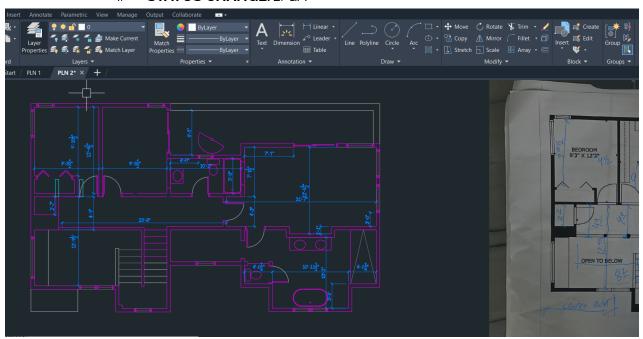
- b. Publish each Sheet.
- c. Copy link to ChatGPT with the following prompt:
- d. Paste the returned Code back to the Squarespace in their proper place.
- e.

# **Existing Conditions**

# Existing Conditions

#### Updated 08.05.24

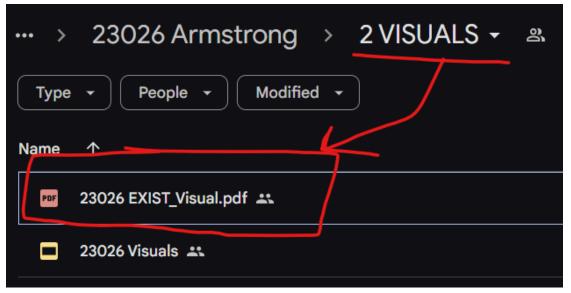
- a. Our Existing Condition drawings are simple and contain only a few layers by design.
- b. Use the Job Dashboard link you've been sent to access all files.
  - i. If you haven't been given a link to a specific job, you can use the <u>Existing</u> <u>Conditions Template</u>
- c. The Existing Plan should fit inside the perimeter shown by any provided surveys.
- d. Use the Virtual Tour (*linked in comment section*) to layout interior walls, doors & windows.
- e. Control Dimensions & photographs are provided in the *Existing Conditions*Dashboard link
- f. Existing **Interior Walls** are drawn at **4" Thick, Exterior Walls at 6"** Thick, unless photographic or noted evidence is provided
- g. When delivering first draft, please provide dimension strings showing provided control dimensions have been met in .dwg format
  - i. STATUS CHANGE: 2. QA



- h. Any needed updates will be sent back to you
  - i. STATUS CHANGE: .04 QA

#### i. First Deliverable:

 i. PDF of the necessary plans using the WEB Page Setup and placed in the Visual Folder (no direct link provided yet):



- ii. Save CAD file in CAD/Xref folder, (Permit Drawings Dashboard Link) as necessary
- iii. STATUS CHANGE: 4. Ready for Visuals
- j. As the project progresses, each team may request existing control dimensions to be taken.
  - i. **STATUS CHANGE:** F.05 Field Verify Request

# 17. Site Plan

#### **Updated TEMPLATE 07.26.24**

- a. If you haven't been given a link to a specific job, you can use the <u>Site Plan</u>
  <u>Template</u>
- b. You may receive a Site Plan or Survey from a third party consultant. Our goal is to extract the relevant graphics and notation into our Layer Standards and Page Setups.
- c. **Copy** the linework into our template above.
- d. Adjust the **Units** in Model Space to Architectural
- e. Check the **Scale** of the original file in Model Space so that you'll be drawing 1:1
- f. You can choose to use **Layer Merge** of the consultant layers to match visual layer standards or you can simply trace and erase using our layer standards in the template

# 18. Visual Package

#### Updated 08.04.24

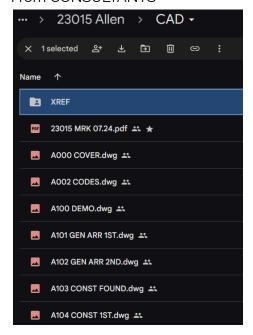
a. This is a free form package where we develop ideas for our clients to make project related decisions. Feel free to use hand sketching, inspiration images, collages or any other method you feel will best communicate the design intent.

#### b. From CAD:

- i. Draw your plan/elevation/whatever you need as per Template
- ii. Use the WEB Page Setup (titleblock may not always be nec'y.) and place PDF in the Visual Folder
- iii. Save CAD file in CAD/Xref as necessary
- iv. Export PDF as .png's as necessary to use in visual package
- c. Use Google Slides Template
- d. Use InDesign Template (coming soon)
- e. From SketchUp
  - i. Check out our Video Resources

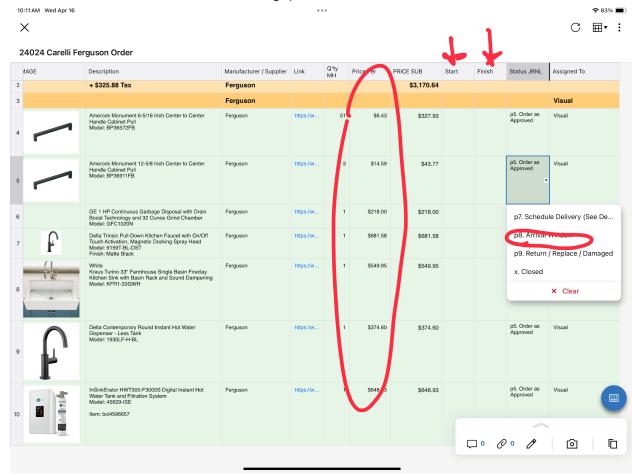
# 19. Permit Drawings

- a. Our AutoCAD files simple and contain only a few layers by design.
- b. Use the Job Dashboard link to access all files.
- c. From CONSULTANTS



# 20. Purchasing Package

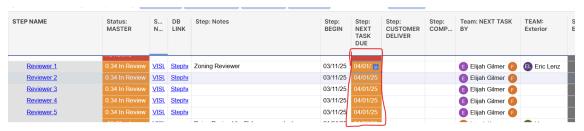
- a. Latest Set if not Permitted Drawings in PDF (always required)
- b. Structural
- c. Quick Cost at Initial Bid
- d. Approved Shopping List
- e. Delivery date if it says, Wednesday or a single date the start & finish are the same. Sometimes it says, "3-5 business days" so the start date would be 3 days and the end date would be the 5 days.
- f. And that's the 'Arrival Window' English is stupid. We can open a window in our house and also use it to describe a gap in time.



g. Approved Detail Design Drawings

### **21. Permit** Services

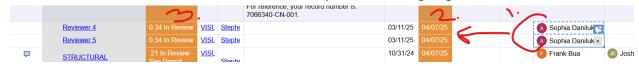
- a. STEP Begin Permit submittal date.
- b. STEP Complete Permit approval date based on specific jurisdiction estimated review times. Always put the longest projected timeline from the city, plus 2 weeks.
- c. NEXT Task Used for pre-application task and resubmittals.
- d. this date is sometimes in My Building Permit systems. If not, put this date on the following Monday - and every Monday we can not follow up by email with these reviewers.
  - i. This way this can be done before our Monday meeting. I would put you in Team: Next Task By for these jobs until the status' changes (we can look at those together if they don't make sense to you) at which point you can change Next Task by to Elijah. You can bill probably 15 minutes to each client in Permit Services each week.



Permit Services, Review 04.07..25

Every Monday prior to team meeting:

- 1. keep your name on these reviewers. check the status on the system (Elijah said he showed you and if you come across a new one ask him) -OR-
- 1a. email them direct a standard email, 'how's the permit review going? (we'll work on this)



- 2. If there's nothing new push the date to the following Monday and keep your name.
- 3. If there's something to Download or we received an email change this to .35 (sometimes .33) keep date, change to Next Task to Elijah, Carl or Frank.
  - e. ELIJAH YOU CAN ADD HERE.

# 22. Construction Support

a. Status?

# PRODUCTION TEAM

### 1. General CAD Guidelines

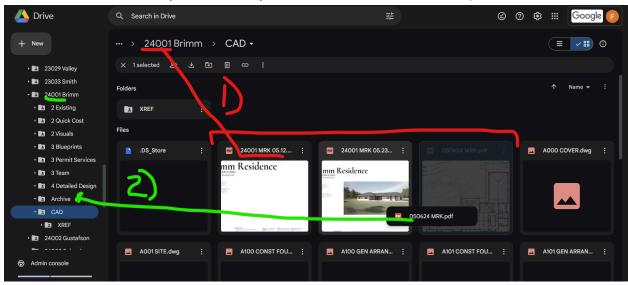
- a. Our Layer System is View Dependant, not Object Dependant
- b. So **Do NOT** add layers
- c. **DO** Start all drawings at 0,0,0 coordinates
- d. Entry of the home **should always** face the bottom of the page, unless the plan simply won't fit
- e. **Do NOT** add text or dimension styles
- f. **DO** draw with closed polylines as much as possible
- g. **DO** use Associative Hatches unless totally impossible
- h. XREF files contain graphics & Room Title text only
- i. PAGE SETUPS Contain dimensions, text & control visible layers of the XREF
- j. Layer Guide HERE

# 2. Starting A Job

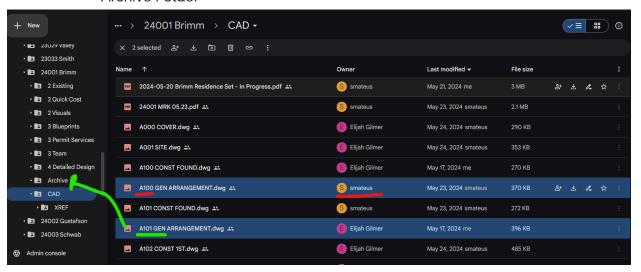
- a. Our Layer System is View Dependant, not Object Dependant
- b.

# 3. Best Practices: Markups

- a. Put PDF's of your latest work in the top level CAD folder, include Job No., Date & , 'MRK'
- b. Move completed Markups to the Archive Folder of that job.



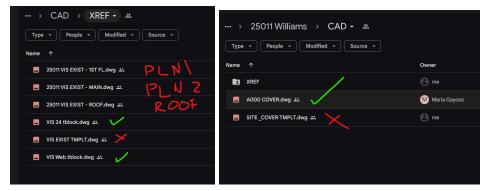
c. If you rename pages, keep the one you upload and move the previous to the Archive Folder



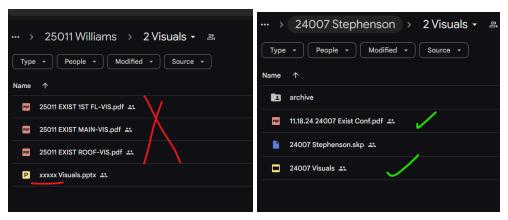
d. **STATUS CHANGE**: .17 QA / Code Check OR .19 QA / Detail Check e.

# 4. Best Practices: Markups

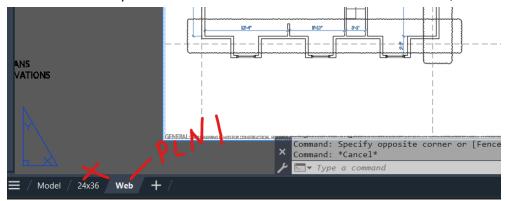
a. Rename files in Google Drive before downloading to avoid confusion. Not sure which of these I would download to review.



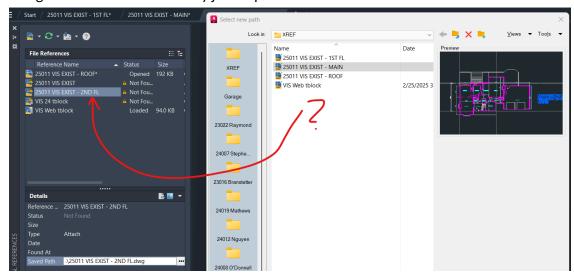
c. When you export to PDF, make it one File using Publish Command, or Manually Combine files to a PDF Named "25011 Exist" You can rename the Visual Presentation as well. (see 24007 below right - eventually someone will take the PDF to markup on site)



d. In the XREF files - you can delete the 24x36 and rename WEB to PLN1, etc.

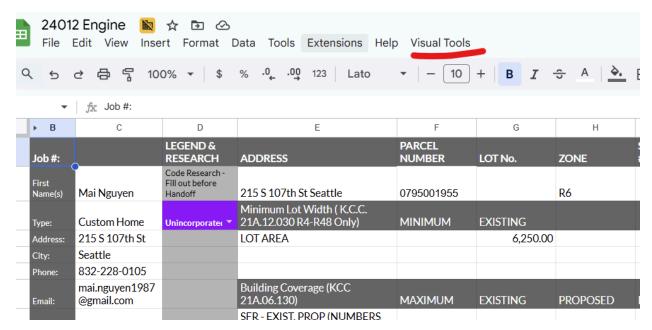


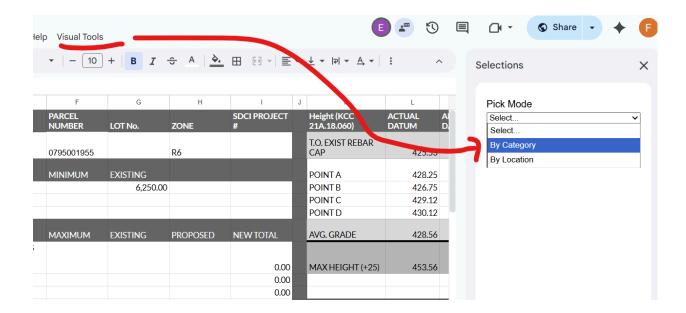
e. Using the same names for every job helps avoid this:



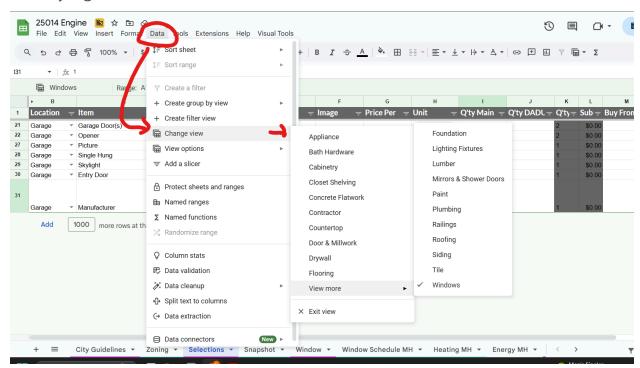
- f. Also detach or unload any non-used xref's. If you're using XREF's to check for alignments that's super fantastic however just make sure you know the difference between 'Attach' and 'Overlay' in the properties type.
- g. A lot of times especially in existing conditions, the blocks are more 'starting points'. Feel free to explode *if you have to*, to make the graphics more accurate.







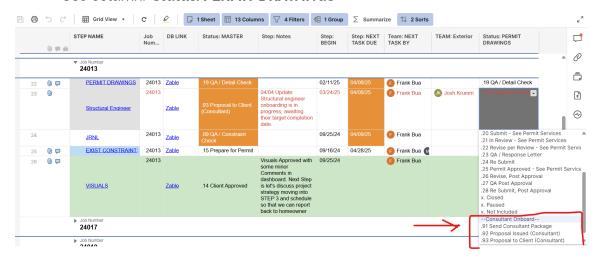
# Modifying window schedule



# **ENGINEERS & CONSULTANTS**

# 1. Engineers & Consultants

Use column: Status: PERMIT DRAWINGS



#### a. --Consultant Onboard--

#### .91 Send Consultant Package

Send a link to the Visual Package to the person in *Team: Exterior* and Change *Step: NEXT TASK DUE* 2-3 days out.

Dear [Assessor's Name],

I hope this message finds you well. We are currently working on the [Project Type or Name] for [Client Name], located at [Project Address].

The project is currently in the [Project Status] phase, and we are now looking to move forward with [Service Type] to ensure the project proceeds smoothly.

We'd appreciate it if you could provide us with the following:

- \_\_\_\_\_ Services
- Estimated Timeline
- Pricing

Attached you'll find the documentation you may need, including [package, details, etc] for your reference.

Please let us know if you need any additional information or if you have any questions. We'd appreciate receiving your input by [Preferred Date or Deadline], if possible.

Thanks!

#### .92 Proposal Issued (Consultant)

Save copy of the proposal in the Google Drive folder Change *Team: NEXT TASK BY* to a Manager. After a quick look or answer of any questions, it will eventually get changed back to your name.

#### .93 Proposal to Client (Consultant)

1. Send 'warmup' email to Client letting them know they will receive a proposal for "x" services for an estimated amount.

Subject: 24019 Project Proposal Hi Mai.

I hope you're doing well. I wanted to update you regarding the project. The structural team, led by Josh Krumm from ProStruct Engineering, will be sending over a link shortly with a document detailing the proposal for the next steps. This will allow you to review everything carefully.

If you have any questions or need further clarification, we're all available and happy to assist you.

Best regards, Sofia visual

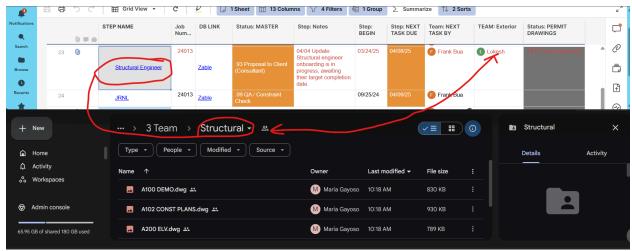
- 2. Follow up for payment confirmation, change date as necessary.
- 3. Upon payment confirmation, you may have to update the *Team: Exterior* to the person assigned to our project.

#### .94 Proposal Approved / Send Base Files

- 1. Change **Team: NEXT TASK BY** to a Manager.
- 2. Change Step: NEXT TASK DUE 2-3 days out.
- 3. PRODUCTION TEAM:
  - a. Bind XREF's or compile the latest workable drawing files into the consultants dedicated folder.
    - All Demo, Construction Plans, Elevations & Section Page Setups
  - b. If for Permit, make PDF

i. Site Plan, All General, Demo, Construction Plans, Elevations, Sections, and Detail Pages.





- 4. Change **Step: NEXT TASK DUE** with the consultants turn around or preferably a week before for a follow up.
- 5. Change **Status: PERMIT DRAWINGS** to **.16 Initial Draft in Progress** and follow the <u>Permit Drawing Process</u>:

# PERMIT SERVICES

### 1. Permit Services

- .26 Pre-App Research
- o .27 Formwork
- .28 Submit for Pre-App Meeting
- o .29 Pre-App Review
- o .30 Pre-App Meeting
- o .31 Submit
- o .32 Intake Review
- o .33 Intake Comments
- o 0.34 In Review
- o .35 Review Revisions
- o .36 QA / Response Letter
- o .37 Re Submit
- o .38 Permit Approved
- o .39 Permit Issued
- .40 Revise, Post Approval
- o .41 QA Post Approval
- .42 Re Submit, Post Approval

# 2. Energy Credits

- o Install **visual** fonts & plot style from the <u>Install First Folder</u> before you begin.
- You will be given access to a Job Folder with subfolders already created. If
  you are having access issues, please contact visual immediately. Download
  this folder to your device. Sample Job Folder Setup

# 3. USE THIS TO AS A SUPERVISOR REQUEST TEMPLATE:

"ES Suggested Email Wording:
Subject: Quick Clarification Request — Permit #BLD2024-1220

Hi [Reviewer's Name].

Thanks for your comments on our permit application for the detached garage at 7828 201st St SW (BLD2024-1220).

I have a brief question regarding one of your comments ([briefly mention the specific item, e.g., stormwater drainage, footing drain issue, etc.]) to ensure we fully understand your intent and requirements:

[Insert short, clear question here.]

If this is something you're unable to clarify directly, or if you think it might be easier to discuss, I'd greatly appreciate the chance to schedule an informal resolution meeting or phone call. If that's the case, please let me know your preference for availability.

Thanks very much for your time—I really appreciate it.

Warm regards,
[Your Name]
[Your Contact Information]"