



Seattle Services Portal Frequent Customers' Training Questions

Contacts

- 1. Can you only add contacts during the application phase?**

You can add contacts during the application phase or when you use the make changes option to make an amendment to your project. If you need to make changes to contacts at any other time, you need to send an email to SCI_ASC_support@seattle.gov.
- 2. If the contact information is incorrect in the system, can I update the contact information?**

You can update your contact information in your Account Management.
- 3. How do you respond to a correction?**

To respond to corrections, you need to use the make changes option for that project in the My Records section. See [How to Respond to Corrections](#) for step-by-step directions.
- 4. Can the Owner be an Organization rather than an individual?**

Yes, the owner can be an organization or an individual. You have the option to choose an organization when you set up your contacts.
- 5. When you add an owner, will that person be able to pay fees without an account of their own?**

Anybody can pay fees, even if they don't have an account. To do so, they need the project's record number. See [How to Pay Fees](#) for step-by-step instructions.
- 6. Can you delete multiple contacts?**

To delete contacts, you need to send an email to SCI_ASC_support@seattle.gov.
- 7. Are contacts added only to projects, or are they in a running database of contact entries?**

They are in an overall database of contacts. If you change a contact's information for a project, it will change that contact in the database.
- 8. When adding a contact, if there is no phone number or email address, can you enter your own to move forward with the application?**

If you enter incorrect contact information, you will not be able to change that information without contacting us. We highly recommend that you have the correct phone number and email of your contact before you start your application process.
- 9. Can you update or change contact information during the life of the project?**

To update or change your contact information during the life of your project, you need to contact us by email at SCI_ASC_support@seattle.gov.
- 10. Can multiple portal users have the same/similar project access?**

If all users are contacts on the project or have a contact on the project associated with their accounts, then they can all access the same project.
- 11. How long is the time from submitting preliminary site plan to getting it accepted? It used to be about 48 hours but I submitted one 2 weeks ago and have not heard back.**

We are currently working through a large backlog of preliminary applications caused in part by data conversion and high demand. It currently takes a little over a month for a preliminary application to get to the front of the queue so we can start processing it. We are updating the system so that we can process preliminary applications more quickly.

Collections

1. **What is a collection?**

A collection is a way to group a set of records together. This gives you easy access to all records related to a specific project or project manager. See [How to Add Records to a Collection](#) for information on how to create a collection.

2. **How do you remove a record if you have an unfinished app or record?**

To remove a record from a collection, navigate to the collection in your portal account. Click the box next to the record you want to remove and then click Remove.

3. **Can you add to a collection once it has already been created?**

You can add to an existing collection from the records in your My Records list or by doing a search for the record number. Select the record, click Add to Collection, and then choose Add to Existing Collection. See [How to Add Records to a Collection](#) for more detailed instructions.

4. **How do we hide or delete all completed items from the records list?**

You can't delete all completed items from the records list. We are working on a filter that will allow you to see only records that are in progress.

5. **Is there a way that all numbers associated with a project can be added to a collection automatically?**

You can't do this now. However, we are creating new filters that will allow you to do this.

6. **Under "My Records" is there a way to know if a document is in a Collection?**

No.

Creating Records

1. **What does Subject-to-Field-Inspection mean in this application?**

A Subject-to-Field-Inspection permit is a construction permit for small projects that meet certain criteria. These permits don't have as many plan requirements because of the simplicity of the work. You can get a Subject-to-Field-Inspection permit much quicker than other types of permits. See [Construction Permit – Subject-to-Field-Inspection](#) for information about what types of projects qualify for this permit.

2. **Does this "Record" replace a coversheet application form?**

Yes.

3. **How do you know if your project is Subject-to-Field-Inspection?**

Examples of projects that are constructing a detached garage, a small single-story addition to your house, or interior alterations to commercial space. See [Construction Permit – Subject-to-Field-Inspection](#) to find out if your project qualifies for this type of permit.

4. **I am still being required to submit the SDCI Coversheet. It seems redundant and is time consuming. Will it remain a requirement?**

No. This is no longer a requirement.

5. **There is no document type in the list for City agencies submitting exemption memos for ECAs, SEPA, etc. What category should be selected?**

Pick the document type that is closest and add a description that specifically identifies your required document.

6. Doesn't an STFI have a value limit for a commercial mechanical permit?

If your commercial or multifamily mechanical work has a total value of more than \$15,000, it does not qualify as an STFI unless it is for residential bathroom, kitchen, dryer, laundry room or closet exhaust fans. See Tip 414, [STFI Mechanical Permits for Commercial and Multifamily Residential](#), for more information.

7. What is the turnaround time for an STFI via this method?

We usually issue STFI permits in 3 – 5 business days. We can issue them more quickly if the application is complete. If we need additional information to process your application, we'll contact you, usually by the next business day.

8. Can I delete a preliminary application if I think I don't need it anymore because the project died?

You can withdraw your preliminary application if the project is no longer active. To do so, log into the Seattle Services Portal, click on My Records along the top, and find the application record in your record list. Click on Make Changes for that record, and then select Withdrawal Request – Permits. Follow the prompts to withdraw the application.

9. How do you create a building permit number for a project that already has a MUP number?

Customers don't create their own building permit numbers. SDCI staff will create the construction permit when the applicant's project is the correct step in the permitting process. We have automated the creation of certain construction permits based how customers answer the questions in the preliminary application. For those permits, customers will get their new record number within a couple of days.

10. Is there a way to hide or deleted the completed pre-application numbers from our records?

No. We use pre-application numbers to collect general project information and to create all other record numbers. The pre-application numbers remain active until the project is completed.

11. Is there way to keep track of fee requirements within this site?

Not right now. We are working on a new filter for fees owed. Once released, that filter should help keep track of projects with the "fees owed" status.

12. If we already have a shoreline exemption request issued, how do you then apply for a construction permit?

The system will create a construction permit, and a land use permit if necessary, when your application is in the correct point of the permitting process. You cannot create your own construction permit. Once you have the new construction record number, you can schedule an intake appointment. You'll need to schedule two appointments if you need both the construction and land use permits.

13. How many steps are in a typical process? Is there a guide so we know where we are in the process?

The steps for each permitting type vary based on the complexity of the permit. Master Use Permits will have more steps, and be more time consuming, than a small construction permit. See our [Permits We Issue](#) page for more information, based on your permit type. Each permit type lists the specific steps you need to take.

14. Why does a new record number get created (with -002 or 003 at the end, etc) get added every time documents are uploaded?

The system creates an amendment to the parent record when documents are uploaded. This numbering system helps facilitate our review process, triggers review cycles, and identifies document versions.

15. Can you go back and make changes or updates to the application once submitted?

No. The only way you can update an application is by creating an amendment using the Make Changes option. You can only make changes at certain points of the permit process.

16. Is there a way to get notification emails for once the application processing is complete, once inspections and PASV/PAR reports are complete, and once fees are posted?

We are working to automate notifications at various points in the process. Currently, notifications are active on most permit types when fees are due.

17. Why is there an option to "upload documents" in a record and also an option to "make changes." Apparently only "make changes" will notify the plan reviewers?

You need to use the Make Changes option to submit documents to the plan reviewers. If we are ready to review the next round of documents, you will see an option to upload documents after you click on Make Changes. If that option doesn't show up, we're not ready for additional documents or information. There is an option under Attachments to upload documents that is used for only a limited type of permit. We are changing the permitting process for those permits and will disable that upload option soon.

Payments

1. Can City applicants use Interdepartment codes in lieu of credit cards?

Yes, all City departments have an Interdepartment charge account (called "I/O accounts" or "charge accounts") that they may use to pay fees. Departments may email sciaccounting@seattle.gov with their email address that is attached to their online portal along with the I/O Trust account that they want to have linked. Once linked, they will be able to go to the cart/checkout and select "Pay with Trust Account" as a payment option. Please note that these accounts do not hold live funds. All transactions completed through an I/O account will generate an invoice to be sent the City department's accounting.

2. When paying via an escrow account, who needs to be logged in to pay fees?

To pay with a trust (escrow) accounts, the department may email sciaccounting@seattle.gov to have their online portal accounts linked to the trust account funds. The user who has their account linked to the trust account needs to be logged in to make a payment by selecting "Pay with Trust Account" at checkout. Please note trust accounts do hold actual funds.

3. How does a city agency pay fees during the application step online?

The City agency can either email sciaccounting@seattle.gov with the record number and I/O account number that they would like charged. This can be done manually as a one-time transaction. They may also contact SDCI to have their account linked to their portal account so that they can continue to initiate payments online without having to contact SDCI Accounting. Customers are welcome to contact the cashier station by phone at (206) 386-9780 to instruct a cashier to pay permit fees with a trust account as well. However, having the account linked online is the best option.

4. **Can correspondence regarding fees be sent to both the applicant and the financially responsible party? I like to have a link that I can send to the client to remind them to pay.**
This should already happen. The financially responsible party needs to be a contact on the record with a valid email to receive the notices.
5. **Why are fees being added to the portal without an email notification sent out to anyone? I spoke to a cashier who told me not to pay unless I receive an email notification because the fees might change before the permit is issued. However, this causes a lot of confusion when online it says fees are due.**
We only send email notices for when fees are due before the permit can proceed to a key process step, such as accepting an application or issuing a permit.

Blanket TI

1. **What are blanket permits used for?**
A blanket permit is an expedited construction permit for certain office tenant improvement projects. Once you set up your blanket permit, the application, review, and issuance process for future work is streamlined. Blanket permits are intended for building owners or operators who will need multiple permits over time for work in large (50,000 square feet minimum) office buildings. Learn more about [Tenant Improvement \(Blanket\) Permits](#).
2. **How do you remove yourself as blanket permit contact?**
You need to contact SDCI and ask to be removed as the contact.

Searching for Records

1. **Any plans to allow search or filter of document types during upload? Takes a long time to locate scrolling through the list.**
When you open the drop-down to pick your document type, simply start to type. You won't see a cursor, but the list will start to sort based on what you are typing.
2. **How do you research old MUP numbers?**
You should be able to search by the old MUP number in the search box on the main Seattle Services Portal page.

Scheduling Intakes

1. **Your preliminary site plan still needs to be accepted before you can schedule an intake, right?**
Yes.
2. **What does it an application intake look like on SDCIs end?**
Once you have schedule your appointment and submitted all the required application material (by 7:00 the day of your appointment), staff will screen your application. They review the material to make sure your application is complete, that you submitted all your required documents, and that your application is ready to be reviewed. Staff will also invoice fees to be paid if applicable. Once any required fees are paid, if staff forward the application to the reviewers.

3. **Is there a way to see all intake dates that are scheduled? How can we ensure that we are not forgetting a date or make sure something is cancelled?**

You can't currently view all intake dates. We are working on a filter that will allow you to see all projects for which dates have been scheduled. However, you'll still need to open them to see the intake dates. They will display in date order.

4. **Do we have an option to search cancelled appointments and move our scheduled intake to an earlier date?**

When an applicant cancels an appointment, that time is released for anybody to schedule. We also use cancelled appointments to move completed applications into an earlier appointment time. You can't search for recently cancelled appointments.

5. **Is there a way to tell if you have scheduled an intake appointment?**

We are working on a filter option that will allow you to sort your applications by whether or not they have a schedule intake appointment. You can also find the intake date in the "Inspections and Appointments" tab for each record.

6. **How are you notified about being in the express lane?**

You automatically get added to the "express lane" as soon as you submit your complete application. If an earlier appointment opens up, we move completed applications into those slots in the order we received them. If we reschedule your appointment, we will contact you to let you know.

7. **What type of applications require an intake appointment?**

Applications for Master Use, Construction, Demolition, and Mechanical plan review permits require intake appointments.

8. **I was told that CPA ratings are gone and there are no failed intakes any longer. Is this true?**

We have not yet built the CPA process into the new system, so for now that is correct. We will be returning to the process in the future.

9. **If CPA rating are not being used, do commonly prepared applicants need screening?**

Screening prior to intake is currently optional for all applicants.

10. **Why does it take so long to get an intake appointment now, when it used to only take 2 or 3 days?**

We used to allow applicants to schedule intake appointments as soon as they received a permit number. We would then review their preliminary application to make sure everything seems in order. With the new process, we do not issue record numbers until we have reviewed the preliminary application to make sure it is complete and doesn't have major errors. That process takes a couple of weeks. That's the same time as before, but customers didn't see that delay. We are automatically advancing some types of permits so that customers get a record number before we conduct our complete review.

11. **My experience with the portal is that there is a long delay from issuance of PASV and assignment of a CN number which allows the scheduling of an appointment. Is this being fixed?**

Yes, we are developing an improvement to automatically create the CN (or LU) number after PASV or Preliminary Assessment (if required) are completed.

12. **Is there a way to check to see how far out intake dates are without going in to schedule one?**

Not right now, however we are considering developing a report or other tool that would do this.

Submitting Corrections

1. **Can you please go over how to submit corrections?**

Corrections are submitted through the Make Changes option for your record. You can only upload corrections when we have progressed your application to certain process points. Read the [How to Respond to Corrections article](#) or watch our [How to Respond to Corrections video](#).

2. **Where do we upload documents required that do not have a corresponding doc type? How do we classify these without an "other" category?**

If you need to upload a document that doesn't match the available document types, pick the closest one and add a description to specifically identify it.

3. **How do you see all of your attachments? I can only see 10 when looking at my records.**

You should be able to see all your attachments.

4. **If we need to submit a permit revisions set, do we do that during the correction cycle?**

There are a few ways to make revisions:

- If you need to submit a revised drawing, you should do that during a corrections cycle
- If you need to revise an issued permit, you need to use the Make Changes button on your project
- If you need to make a revision to plans before the permit is issued, you need to contact your reviewer for instructions

5. **How will the system reconcile between what we see vs. what the SDCI staff sees? For example, when we submit files, plans routing or whomever accessing the portal doesn't always see the same thing which causes confusion on what has/has not been submitted.**

Some applicants have been uploading documents through the attachments page instead of using make changes. Our staff don't necessarily see attachments sent this way. We're working on a process change that will fix this.

6. **Why are we not notified for ALL attachments added to our records? MUP public comments for example...**

Based on feedback from our customers using our previous system, we learned that providing a notification every time a document was uploaded created an overwhelming number of emails for many projects.

Inspections

1. **Is there going to be an email that goes out once the permit has been inspected and failed the inspection?**

We aren't planning to send out emails for when projects fail an inspection. If you request an inspection, but you aren't on the project site during the inspection, then you need to check your portal for the results.

Reviews

1. **Where do you see who is reviewing your plans and their contact information?**

You can find the assigned reviewer in the review status for your record. Go to the record details (by searching by the record number or through My Records) and click on the Status link.

Reviewer names are added as they are assigned. You can find reviewer contact information on the City's staff directory. We hope to include reviewer contact information as a link in the status view in the future.

2. **Where can you find the reviewer's target finish date?**

You can find review due dates in the review status for your record. Go to the record details (by searching by the record number or through My Records) and click on the Status link. Target review dates are included in each status item as they are assigned.

3. **Why does the target date for reviews (under status) show a date that's earlier than what the reviewer is seeing?**

We are planning some changes to the user interface that will make the dates more consistent and easier to understand.

Notes and Attachments/Status

1. **Can applicants respond to a Note?**

Not currently.

2. **Are we notified when a note is added?**

Not currently.

Boiler Permits

1. **When applying for a Boiler-Pressure Vessel Permit, it does not ask for National Board, Serial Number and Manufacturer so when the permit is issued the National Board, Serial Number and Manufacturer is blank.**

Our inspectors will fill this information out as part of their inspection.