



Seattle Services Portal Infrequent/Trade Customers' Training Questions

Contacts

1. **Can you update or change contact information on an existing 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.

Records

1. **Can a temporary record number be removed from my records?**

If you have a temporary record, that means you have an application that you started, but that you didn't submit it. You can't remove records from your My Records list.

2. **How do we get a "3 MILLION NUMBER" after applying for a pre-application on a land use project?**

SDCI staff will create the land use permit when the applicant's project is the correct step in the permitting process.

3. **Is there a way to look through all pages in an application prior to starting the application?**

Unfortunately, you have to fill out required information before you can move to the next phase. You can, however, fill in placeholder information to see what is required. Just be sure to "save and resume" so you can correct that information, instead of submitting your application with false answers.

4. **How do you renew a permit?**

For Blanket TI, Construction, Curb-Cut, Demolition, Mechanical, Grading, Master Use, Phased, and Reroofing permits you can renew the permit 30 days prior to expiration by clicking the Renew Application link. This link is only available 30 days prior to the expiration date in your My Records tab or from a Collection.

5. **I have a pre-app started. Under "action" it shows "Make Changes." When I go to it, it says "Exception/exemption Request." But I don't need an exception or exemption. What triggered that? How do I move forward?**

The exception/exemption request option is a default option available for pre-applications. Once staff have processed your pre-application and created your permit, you will have additional options under Make Changes. You will be notified once your permit has been created so you can take the next steps.

6. **Could you walk through applying for an ECA Exemption for a construction permit?**

Login to your Seattle Services Portal account and go to My Records. Find the permit that you need an ECA exemption for and click the Make Changes link, then select the Exemption/Exception option.

7. **Do we need to sign-in to a user account to be able to access permit information?**

No. Anybody can search and access completed permit information. However, there are some documents that only the permit applicant or a contact on the record can see. In those cases, the document is listed, but not accessible to the public.

8. **What is the difference between CN or PH, etc.?**

The letters at the end of the numbers indicates the type of permit. CN is a construction permit

and PH is a phased permit. Other common permits are LU for land use, EL for electrical, PA for preliminary application, and EG for early design guidance.

9. **When a permit with a "-00X" suffix, which shows special inspections requirements, which number should we use on our inspection reports? The PH or CN only, or include the suffix?**

The -00x suffix indicates that the record is an amendment to the original permit. This is how we indicate relationships between permits. Please include the full number, including the suffix, on your inspection reports.

10. **We are waiting for a construction intake appointment for one of our permits. The system says it has an "Initiated" status, but an Expiration Date of 01/31/18. That was before we even made this permit. Is this just a glitch? Do we need to call to have this fixed before it will be reviewed?**

When a permit is in the pre-issuance state, the system shows a default expiration. That date will not have any impact on the permit. After the permit is issued, the expiration date will change to 18 months from the day of issuance.

Fees

1. **Will there be more notifications about fees in the future? (Sometimes I receive an email, and other times the "Pay Fee Due" shows up next to the permit number without a notification.)**

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.

2. **How can the client pay the fees for the exemption?**

Anybody can pay fees for a permit, and they don't need an account to do so. Just send your client the URL for the record detail page and tell them to click on the Fees link under Payments. Your client can also use the Search All Records box on the Seattle Services Portal home page to enter the record number to find the record detail with fees owed.

Pre-Applications

1. **When the Pre-app process is completed and a 3 million # is assigned, currently no one is notified. How can we get notification?**

We recently changed the process so that customers get notified when we have issued a record number for your project.

2. **Can you explain the difference between intake and pre-application? I feel like we are re-submitting the same info.**

The pre-application gathers information about the project. The intake amendment allows the applicant to upload documents for review and to confirm or correct contact information previously collected in the pre-app.

Scheduling Appointments

1. **If our intake appointment is moved up, will we get an email? Is this common?**

Yes, we will contact you if your appointment is moved up. We do this as we notice appointments have been cancelled and we have completed application submissions in the queue.

Blanket TI

1. **What is the difference between a Blanket TI permit, a CN or any other permit?**

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.

2. **When we are assigned a project and our client only provides a blanket permit, should we wait for the other permit number that the SI will be required under? Sometimes those permits don't get issued before the client is ready for our inspections.**

If you have any issued permit, you can start the work for that permitted scope of work as soon as it's issued. If there is another permit under review for additional scope, you have to wait for that permit to be issued before starting that work.

Boiler – Pressure Vessel Permits

1. **What does automatic certification mean? What does boiler monitoring system mean?**

Boiler automatic certification and monitoring are classifications granted by our inspectors. Automatic Certification means that our inspector has certified that the boiler fires itself automatically. Boiler monitoring means that the inspector has certified that the boiler system meets the requirements for automatic monitoring.

Refrigeration Permits

1. **Why so much more information is required for a refrigeration permit now than was required in the past?**

There are several fields for large refrigeration equipment that the inspectors fill during their inspections. In the near future, these fields will be hidden in the Seattle Services Portal and the customer should only see fields that are similar to the old paper application.

Corrections

1. **Will permit corrections be sent through this portal as well? And then, are the permit correction responses to be resubmitted?**

Yes, permit corrections go through the Seattle Services Portal. You will receive a notification that corrections are required. You submit corrections through the Make Changes option on your record in My Records.

2. **Where do you find what the corrections entail? Is there a link to the uploaded files with the corrections requested?**

An email will be sent to the applicant when a reviewer indicates that corrections are required. A link is included in the email to the document. If the link does not work, you can access the document by opening the record in the Seattle Services Portal, going the Attachments section, and open or download it from there.

3. **Do you have to upload the full set even the pages that have no corrections?**

Yes. When you upload the document, please describe which pages were changed in the description field.

4. **Does the PH permit represent the "official" permit number like the CN permit numbers? We have a few projects with PH-00X and needed to know if we need to include the number**

assigned after the letters?

The numbers after the letters indicate that permit is an amendment to the original permit. Please include that suffix when communicating with your reviewers or SDCI staff. However, if you need to schedule inspections, apply for a revision, or renew a permit, use the original permit without the suffix.

Special Inspections

1. **We are trying to verify permit numbers for our special inspections. How do we know which number to use?**

For special inspections, you should include the suffix (-00X) on the permit numbers. If you're trying to upload documents to a special inspection record, only the special inspection agency has access to do so.

2. **We received the permit letter for special inspections, and then we received a couple of revisions. The first revision waived items, the second revision shows additional inspections added, but doesn't show the original waived items as "waived" and the website shows the items waived. So, how do we determine whether the waived items are still waived? Is this issue something that we need to speak to someone in person about?**

Yes, this is something you need to talk about with our customer service team. Contact the Applicant Services Center for assistance.

3. **We have a project where the client was issued a permit for a specific building. The additional buildings also have permit numbers, but no special inspections required. Which permit number should we use for our Inspections?**

Use the permit specific to each building for scheduling inspections to be done by SDCI Inspectors. Each building that has a separate foundation gets its own permit. The permits for each building can be easily identified by the ones having no suffix -00X. The addresses are a good way to tell them apart.

4. **I know that your office wants the reports sent separately, by permit number, but will you only need a final letter for the original (required inspections) permit?**

In regards to inspections done by special inspection agencies, the agencies will have access to upload field and final reports to those specific records. These records will have the -00X suffix. There is a required description field for each uploaded report. This will help to tell them apart if they are for different buildings contained in one project. The agencies will also have to reference building addresses, what was inspected, permit number, etc. in the body of the reports as well.