



STATE OF WASHINGTON
DEPARTMENT OF LABOR & INDUSTRIES

PO Box 44400 • Olympia, WA 98504-4400

RE: New CMS Project Update #13

Dear elevator industry business, property owner or manager (or other stakeholder),

Another demonstration of the New Conveyance Management System (CMS) will take place this month, as progress on the project continues.

In July, a demonstration of two parts (called “modules”), New Permits, and Renewals, for the new CMS showed benefits you will see over the old system:

- **Operating certificates:** These yellow stickers are in or near all conveyances. With the new CMS, you can print them off as soon as they’re paid for, not wait for something in the “snail” mail.
- **Permits:** The New Permits module provides a more step-by-step process that is intuitive for the user. And, permits will now be paid for online!
- **Uses Security Access Washington (SAW):** With SAW, access to your account will be protected, and take you directly to what needs to be done regarding your conveyances. Many of you already are aware of SAW – and with the new CMS, more will be available.

More listening sessions with more features of the new CMS will be scheduled. Remember: *Your participation is important.* We want your perspective as a user of the new system.

Project update

Work on the next two modules, Payments and Invoices, and Inspections, are moving forward. Regular meetings are taking place between L&I staff and the selected vendor, [Aithent](#), regarding everything from inspection forms to moving data from the old CMS to the new system. The Business Readiness Team, made up of L&I staff and external customers, is also meeting regularly to ensure preparations meet deadlines.

What’s next

Aug. 15 – Elevator Safety Advisory Committee, starting at 8 a.m. See below to participate.

August-September – Demo of CMS modules Inspections, and Payments and Invoices.

Background

Since 2006, the current system provides permitting, inspection, and other information for L&I’s Elevator Program. It is aging, failing, and no longer meets the needs of customers and staff. The \$3.52 million project for a new system includes funds from state government and fee increases. The New CMS, still scheduled to go live in January 2024, will include a secure customer portal for you to manage your account.

If you have questions about the new system, please contact the Elevator Program, at 360-902-6130 or ElevatorSect@Lni.wa.gov.

Gerald Brown

Join on your computer or mobile app

[Click here to join the meeting](#)

Or call in (audio only)

[+1 253-372-2181,,152505975#](#)

Phone Conference ID: 152 505 975#

[Find a local number](#) | [Reset PIN](#)

[Learn More](#) | [Meeting options](#)