



Conveyance Management Portal User Guide

*Submit Proof of Correction (POC)
or request an extension or waiver*

This guide covers how to:

- Enter your Proof of Correction for deficiencies found during an inspection.
- Request a deadline extension.
- Request a waiver of deficiencies.

Introduction

This user guide is for all customers involved with a conveyance. It covers how to:

- Enter your **Proof of Correction** for deficiencies found during an inspection.
- Request a deadline **extension**.
- Request a **waiver** of deficiencies.

A Proof of Correction (POC) is required when we find a deficiency with your elevator, escalator, or other conveyance. Your maintenance contractor must fix the issue, and submit proof to us the work is complete by the due date.

NOTE: You must respond to every deficiency by indicating it has been corrected, or by requesting an **extension** or **waiver**. You can log into the Portal to respond to specific line items and save your work, but you will not be able to submit your proof to L&I until all of the items have a response.

Request an extension when you encounter circumstances beyond your control related to correcting deficiencies. Examples might include a delayed part or the lack of immediate funding for a high-cost correction. We review extensions on a case-by-case basis and approval is not guaranteed. Extensions are less likely to be approved for safety-related deficiencies.

Your extension date is also subject to change. We may approve more or less time than you request, so be sure to verify the date L&I approves. And, because your extension may not be approved, it's important to continue working to correct deficiencies during our review.

Request a waiver to flag deficiencies you believe are not valid for your conveyance. For example, if an L&I inspector applies a commercial code to your residential accessibility equipment, asking for a waiver prompts us to review the deficiency for validity. We may or may not reverse the decision.

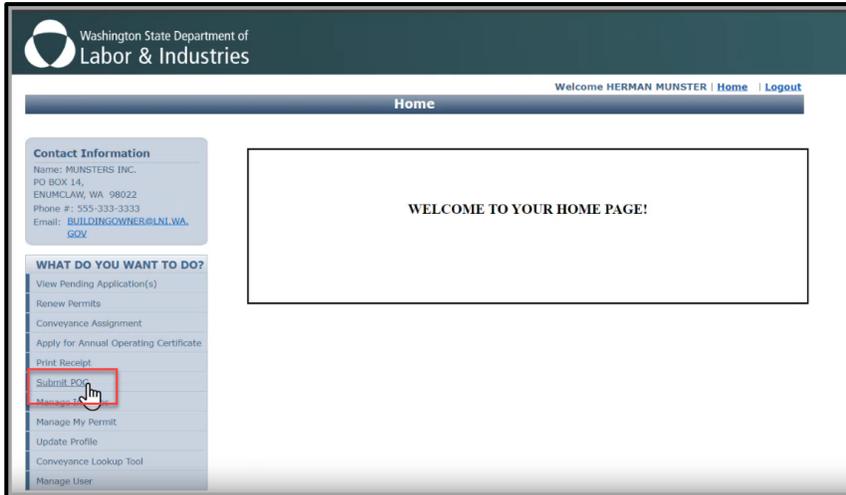
Note: You will see several abbreviations used frequently in this user guide:

- **POC:** Proof of Correction
- **SOD:** Statement of Deficiency

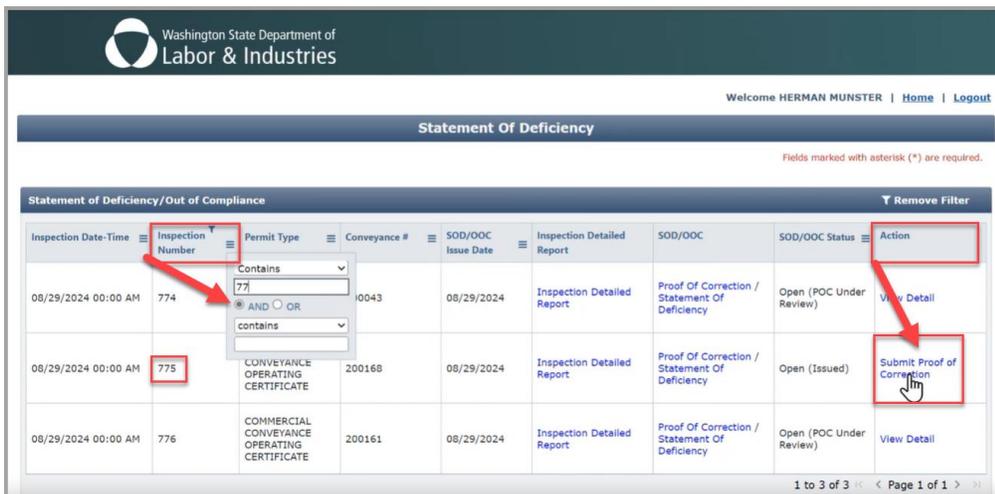
NOTE: All documentation uploaded and entered is subject to public disclosure at any time.

Submit Proof of Correction (POC)

1. Log into the Portal and select **Submit POC** from WHAT DO YOU WANT TO DO? menu at the bottom left.

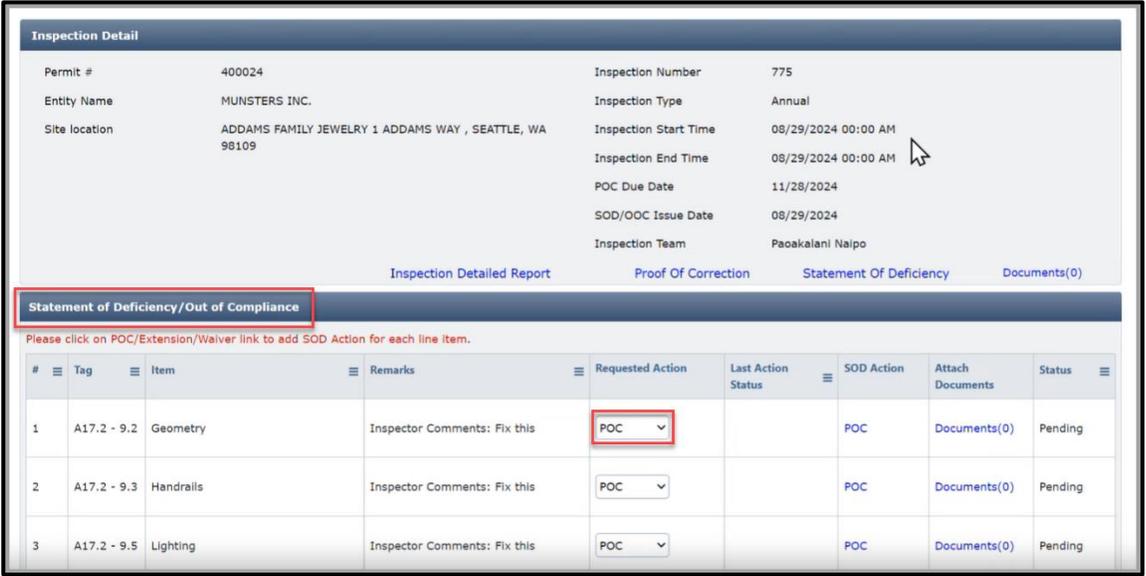


2. Find the inspection for which you want to provide a Proof of Correction (*Inspection 775 in this example*), then select the **Submit Proof of Correction** link in the **Action** column on the right. **HINT:** Find inspection dates and numbers in emails from L&I or filter the list in the Portal.

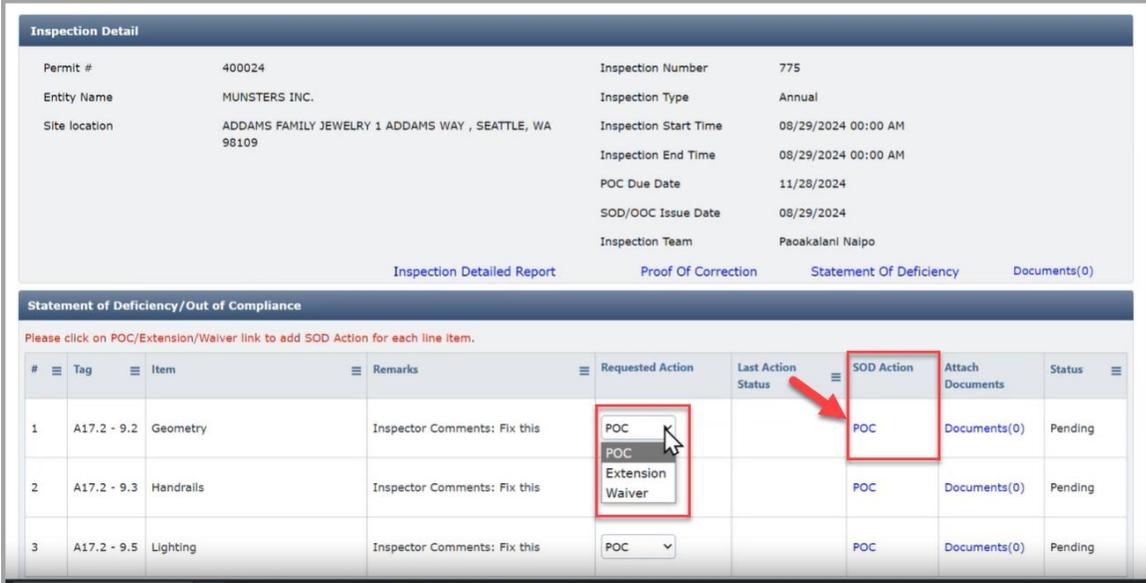


3. The Submit Proof of Correction link opens the **Electronic POC** screen.
4. Scroll down to the **Statement of Deficiency (SOD)/Out of Compliance** header. Use the list

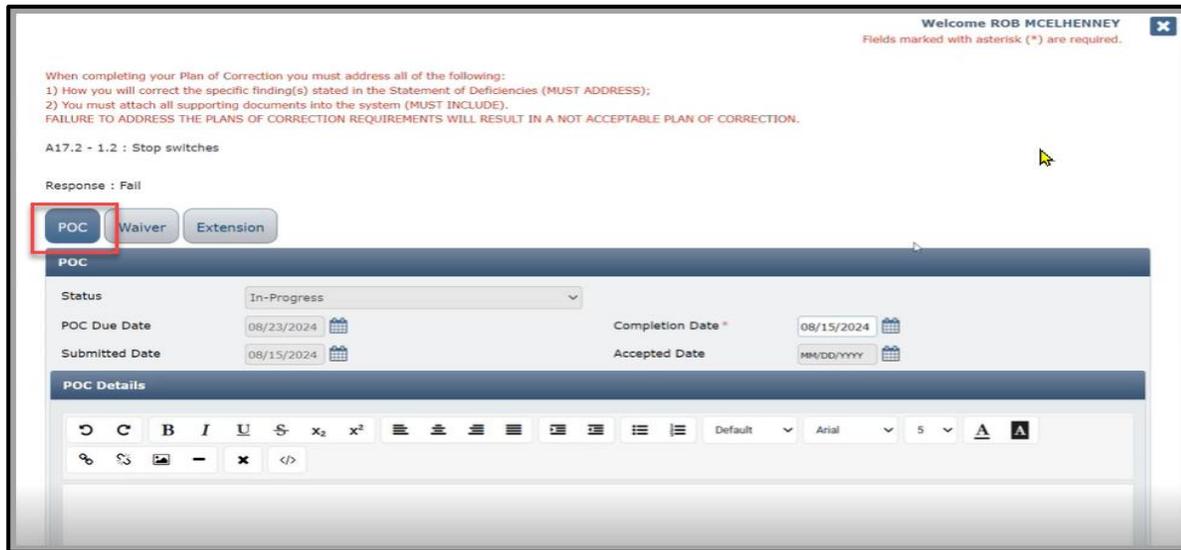
below to view deficient items that require Proof of Correction.



- 5. There are three options in the drop-down menu of the **Requested Action** column. Choose **POC**. **NOTE:** You'll follow the same steps to request an extension or a waiver, which are covered later in this guide.
- 6. Select the **POC** link in the **SOD Action** column.

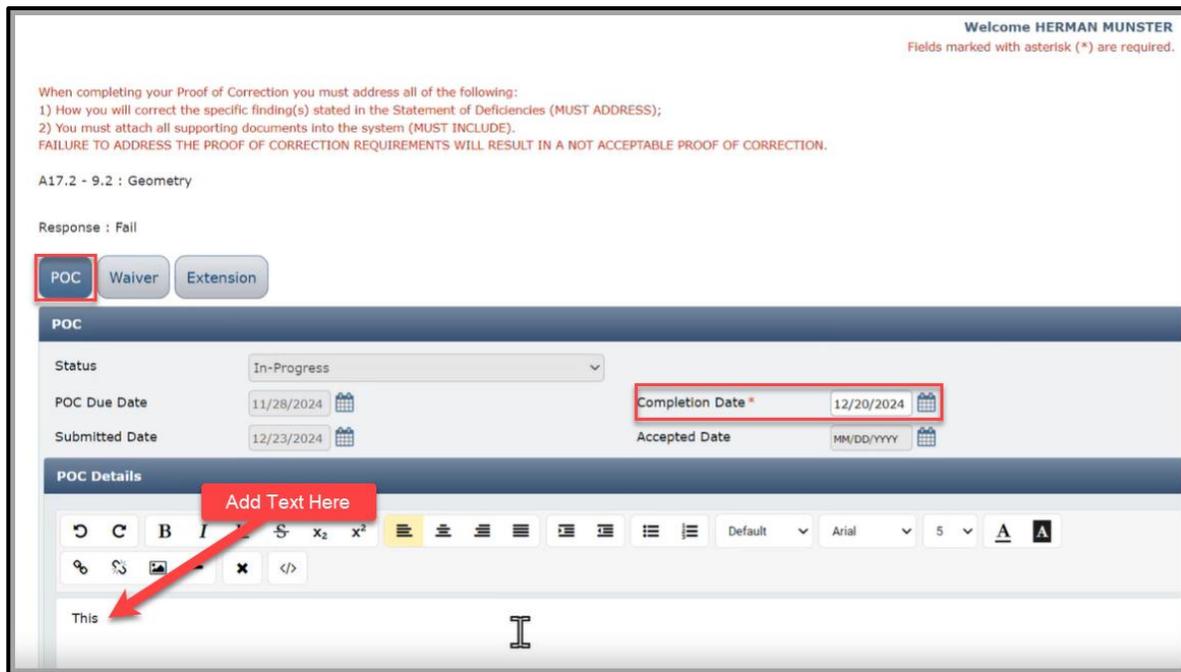


7. A pop-up screen will appear.



NOTE: Three views are available in the pop-up screen – POC, Waiver, and Extension. You can only edit the screen for the action you selected in the drop-down menu. Select the other two choices to view any information previously entered. No information will be displayed on the additional screens unless you already applied for a waiver or an extension.

- 8. When providing POC details, you can leave the pre-populated **Completion Date**, or change it to reflect when you corrected the deficiency.
- 9. Explain how you corrected the deficiency in the **POC Details** box. This field is required.



10. Select **Save** at the bottom when finished.

11. After saving, you will automatically return to the Electronic POC screen, which displays your Statement of Deficiency/Out of Compliance list. The **Last Action Status** column will display any items you have confirmed as complete as **In-Progress**.

NOTE: You may also attach a file at this time. If you have a document or photo to attach, select the **Documents** link next to the line item and follow the directions to add and upload documents. Please keep in mind this is optional and once you attach an item it can't be deleted. You will repeat this process for all the deficiencies you need to correct. In the example shown above, you would repeat these steps for each deficiency.

12. When all deficiencies are corrected, scroll down to the **Person Submitting Plan of Correction** header.

13. **Check the box** to confirm you have read and understand L&I's requirements.

14. Add your **Name** and **Title**. The **Signature Date** will default to the date you submit the Electronic POC.

15. Choose **Submit Electronic POC** to submit all items or choose **Save** to continue work.

Invoice #	Penalty Invoice	Amount	Amount	Status	Due Date	Inspection	Print
INV-003208	Penalty Invoice	500.00	500.00	Unpaid	01/08/2025	Inspection	Print

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Person Submitting Proof of Correction

I attest that the information provided herein is accurate and complete to the best of my knowledge. I further acknowledge that I have read and understand the following:
Submitting a Request for Extension/Waiver does not negate any issued penalties related to the inspection report. I understand to continue working on my required corrections while the Request for Extension/Waiver is being reviewed.

Name * Title * Signature Date *

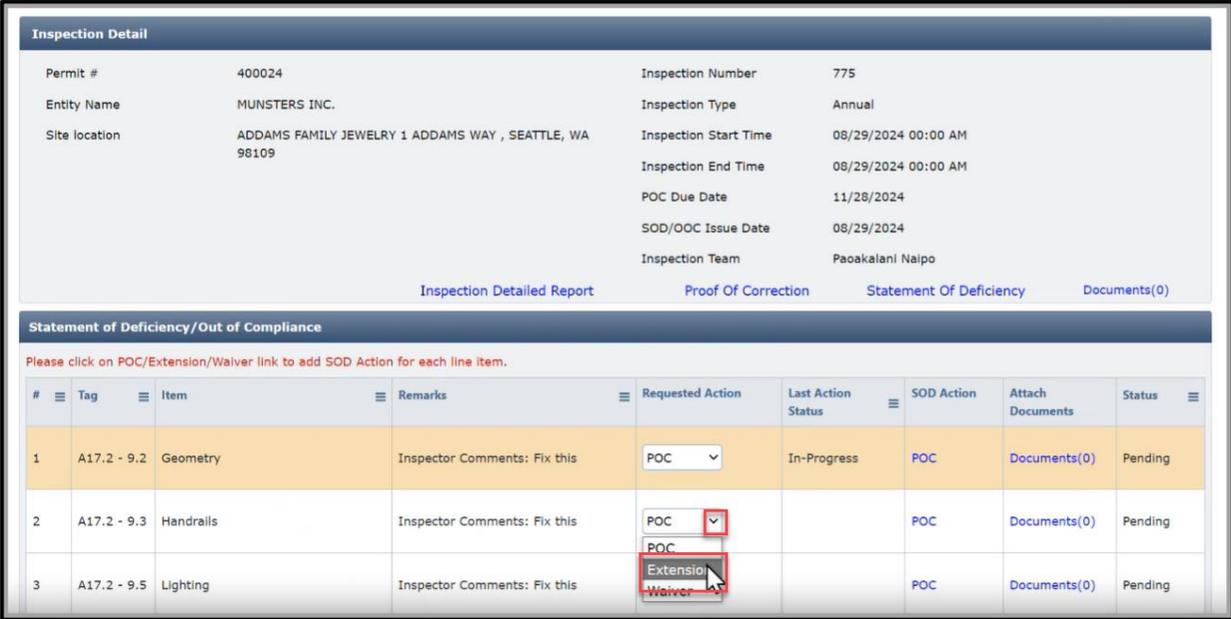
[Save](#) [Submit Electronic POC](#) [Pay Now](#) [Back](#)

REMEMBER: To submit your Proof of Correction, **you must respond to every open item** (by indicating it has been corrected or by requesting an extension or waiver).

NOTE: If you have an unpaid fee related this inspection you must **Pay Now** to finish the process and make your payment online to complete this process.

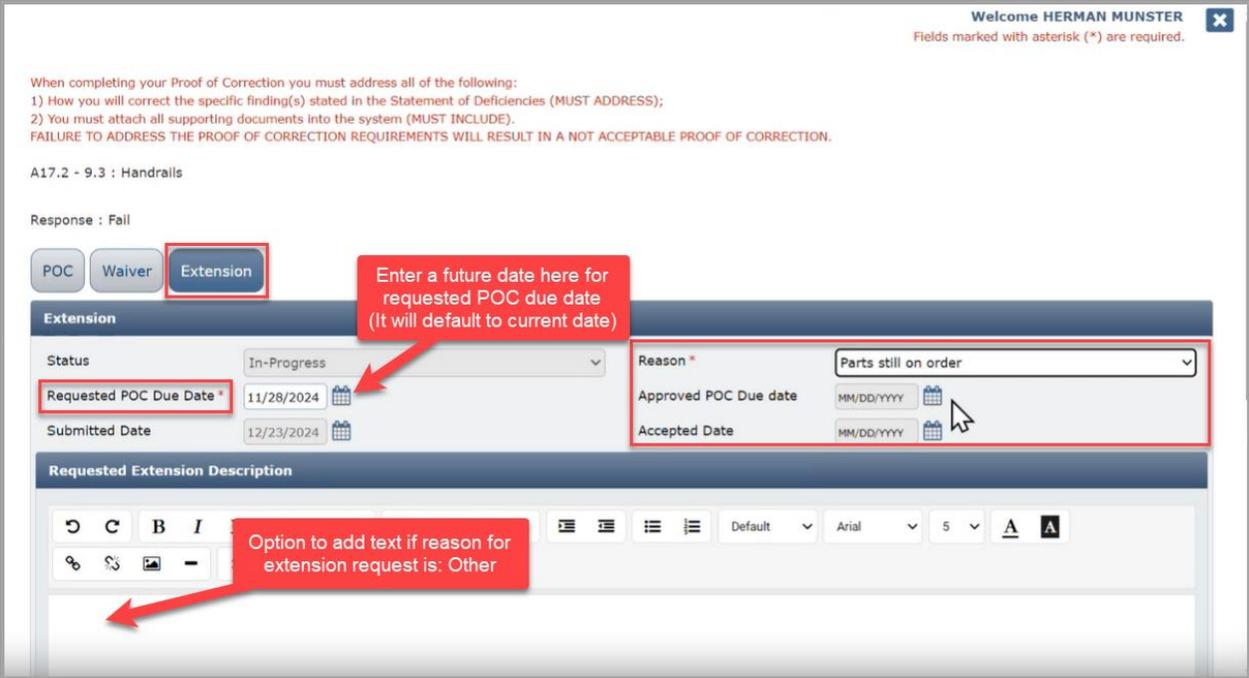
Request an Extension

Follow steps 1-5 in this guide. At step 6, choose **Extension** in the drop-down.



Then follow the remaining steps (7-16) to submit your extension request.

NOTE: The requested POC due date defaults to the current date. Use the calendar icon to select the date you are requesting. Also the link in the SOD Action column will now display as Extension. Be sure to include the specific reason for requesting an extension in the text box provided under Requested Extension.



Request an extension for circumstances beyond your control related to correcting deficiencies.

Suggested options are included in the drop-down menu. L&I will review all extension requests and may be granted on a case-by-case basis. Approval is not guaranteed. Extensions are less likely to be approved for safety-related deficiencies. L&I may approve more or less time than you request. And, because your extension may not be approved, it's important to continue working to correct deficiencies during the review process.

NOTE:

- Requesting an extension after receiving a penalty will not automatically remove the penalty.
- If the extension request is denied, any penalties assessed for missed due dates remain valid.
- If the extension request is approved, any penalties assessed for missed due dates after you request the extension may be voided. New penalties will be assessed if you miss your new due date.

Request a Waiver

Follow steps 1-5 in this guide. At step 6, choose **Waiver** in the drop-down, then follow the remaining steps (7-16) to submit your waiver request. **NOTE:** The link in the SOD Action column for that line item will now display **Waiver**. Be sure to include the specific reason for requesting a waiver in the POC details box.

2	A17.2 - 1.5	Car lighting and receptacles	Inspector Comments: Poor lighting	POC	In-Progress	POC	Documents(0)	Pending
3	A17.2 - 1.11	Car vision panels and glass car doors	Inspector Comments: Glass is broken	POC	In-Progress	POC	Documents(0)	Pending
4	A17.2 - 2.3	Lighting and receptacles	Inspector Comments: Two bulbs out inside the car	Extension	In-Progress	Extension	Documents(0)	Pending
5	A17.2 - 2.40	Maintenance records	Inspector Comments: Records not present	POC		POC	Documents(0)	Pending

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POC
Waiver
Extension

Waiver

Status: In-Progress

POC Due Date: 11/28/2024

Submitted Date: 12/23/2024

Accepted Date: MM/DD/YYYY

Requested Waiver Description

Enter required description

Lighting does not apply via WAC 123456

State Comments

NOTE: Only request a waiver for deficiencies if you believe they are not valid for the conveyance. For example, if an L&I inspector applies commercial code to your accessibility equipment, asking for a waiver prompts a review of the deficiency for validity. L&I may or may not reverse the decision.