

How to Make Corrections to Your Shuttle Route Application

After submitting a Shuttle Route Application, applicants may receive a request to make “corrections” to their application before it can be considered complete. In the Seattle Services Portal, corrections can mean making changes to documents that have already been uploaded and resubmitting them or uploading documents that have not yet been submitted. When an application requires corrections, a reviewer will set the status of that application record in the portal to “Corrections Required,” triggering an email to the applicant to respond. This help article provides applicants with step-by-step instructions on identifying and responding to requests for application corrections. Once the applicant has submitted their corrections, their application will continue to be reviewed by the Employer Shuttles Program. This article is divided into three sections:

- Navigating “Making Corrections” to Your Shuttle Route Application
- Identifying Requested Application Corrections / Documents to Upload
- Uploading Requested Documents

Navigating “Making Corrections” to Your Shuttle Route Application

To ensure you successfully respond to a request for corrections to your Shuttle Route Application, keep these key points in mind when you navigate to your application record in the Seattle Services Portal:

- To make corrections, double check you are making corrections to the correct application and set your application record status to **Corrections Required** before you begin uploading the requested documents. See image in step 2 below.
- When uploading the requested document(s), you must pick the **Document Type** that exactly matches the type requested by Employer Shuttles Program staff; this match is how the system knows the requested document has been uploaded. For example, if you received a request to upload a **Bus Stop Photo** document type – requesting clear pictures of any requested bus stop(s) – select the **Bus Stop Photo** document type when uploading your photo. All requested document types must be uploaded before SDOT staff can continue to review your application. See steps 12 to 15 below.
- If you receive a request for a specific document type and you believe a different document type meets the requested information, you must still upload a document and assign it the requested document type in the Seattle Services Portal. For example, if a Completed Route Schedule document type is requested and you believe your Shuttle Route Map provides the requested information, you should upload a word document that explains why you believe your Shuttle Route Map is sufficient and assign it a document type of **Completed Route Schedule**. You may also upload an updated Shuttle Route Map, if needed.
- When you have finished uploading all requested documents, confirm that your record status has changed to **Submitted** on the records home page. If your record status is still set to Corrections Required, make sure you have correctly uploaded and categorized all the requested documents. See step 17 below.

Identifying Requested Application Corrections / Documents to Upload

To identify and respond to the Shuttle Route Application corrections that are being requested, follow the steps below.

1. Log in to [Seattle Services Portal](#) to access your application.

IMPORTANT: If you do not yet have a Seattle Services Portal Account, you must [register](#) before proceeding. The contact information you provide during registration must match the contact information we have on record for your application.

2. On the **My Records** page, locate your **Record Number** with a **Status** of **Corrections Required** and click on the blue **Record Number** link.

Showing 1 to 2 of 2 entries | Show entries

<input type="checkbox"/>	Created Date ↑↓	Record Number ↑↓	Record Type ↑↓	Status ↑↓	Address ↑↓	Property/Project Name ↑↓
<input type="checkbox"/>	12/28/2023	SDOT-SHRT-APP-00000	Shuttle Route - Application	Corrections Required		

3. To read the comments that explain what corrections are required, click the **Status** tab (blue link) after clicking on the correct record number.

Record Info:

[Record Details](#)

[Status](#)



[Related Records](#)

Payments:

[Fees](#)

4. Look for the hourglass symbol in the upper lefthand side of the screen. This symbol indicates your current task. **arrow** icon located to the right of the hourglass symbol to display status updates in each section – in this case below, the Application Review section.

Status

  Application

Review

Public Notice

Final Review

Issuance


Closed

5. Click the + icon next to the update indicating your application has **Corrections Required**. This action will expand each status update to display comments from your application reviewer.

Status

✔ ▶ Application

🕒 ▼ Review

 Due on **12/27/2023**, assigned to **SDOTTrafficAdmin**
Marked as **Corrections Required** on **11/28/2023**

Due on 12/27/2023, assigned to TBD
Marked as In Process on 11/28/2023

Due on 12/27/2023, assigned to SDOTTrafficAdmin
Marked as TBD on TBD

Public Notice

Final Review


Issuance

Closed

6. Review the **Comment** for information about the corrections required. This same comment was sent to you via email.

NOTE: The comment shown below is an example. You may also be asked to provide application corrections by SDOT staff during the following periods of application review: Application, Review, Public Notice, or Final Review.

🕒 ▼ Application

 Due on **01/12/2024**, assigned to **TBD**
Marked as **Corrections Required** on **01/02/2024**

Comment: Please submit a Completed Route Schedule to your application. If you believe that the Completed Route Schedule is covered within one of your other documents, upload a document to the document type Completed Route Schedule explaining why the information you have provided is sufficient.

Upload Requested Documents

7. Based on the instructions outlined in the **Comment** section of your Corrections Required Task in the Status tab, you may need to upload additional documents to provide us with the required information. Click the **Attachments** tab, located along the "Record Info" navigation bar to upload the required documents.

Note: In this example, we show uploading a **Completed Route Schedule**. Please note that your required document(s) may be of a different type.

Record Number: SDOT-SHRT-APP-00000 Add to cart
Add to collection

Shuttle Route - Application
Record Status: Submitted

Record Info:
[Record Details](#) [Status](#) [Related Records](#) **[Attachments](#)** [Inspection/Escort](#)

Payments:
[Fees](#)

Attachments

The maximum file size allowed is **1000 MB**.

Name	Type	Description	Upload Date	Document Status	Action
item.pitemx		seattle business license	12/28/2023		Actions ▼
Bus Stop Photo.docx.pdf	Bus Stop Photo	bus stop photo	12/28/2023		Actions ▼

- a. Click **Select**, the button in the lower left-hand corner below the Attachments header.

Attachments

The maximum file size allowed is **1000 MB**.

Name	Type	Description	Upload Date	Document Status	Action
item.pitemx		seattle business license	12/28/2023		Actions ▼
Bus Stop Photo.docx.pdf	Bus Stop Photo	bus stop photo	12/28/2023		Actions ▼

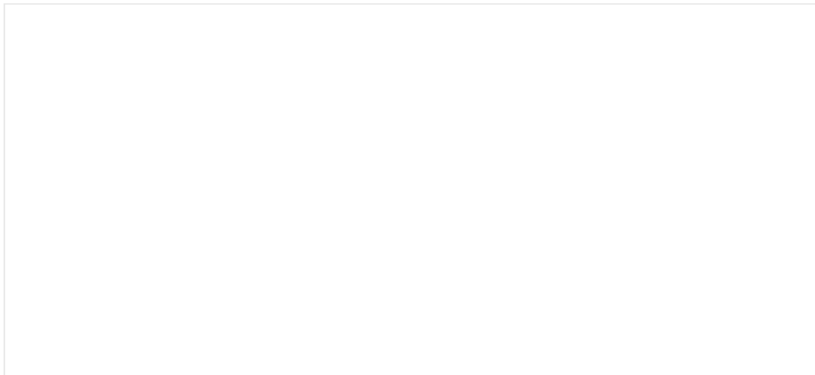
Select

8. Click the **Select** button again on the next File Upload form that opens.

File Upload



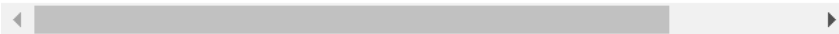
The maximum file size allowed is **1000 MB**.











Done

Select

Remove All



9. Browse to where the document you need to upload is saved, click on the file name to select the file, and click **Open**. The system has a character limit for file names, so if the name is too long, you may get an error message. Do not include any special characters in the file name. You may select more than one document at a time to upload. Note that your screen may look different depending on the web browser you use.

Name	Status
 Bus Stop Photo	
 item.pitemx	
 Route Schedule	
 Shuttle Route Map	

10. Click **Done**.

File Upload



The maximum file size allowed is **1000 MB**.

Route Schedule.xlsx	100%
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Done

Select

Remove All

11. For each document you uploaded in the previous step, select a **Document Type** that matches the corresponding type identified in step 6 and specifically requested, such as **Route Schedule**, **Corrections Response**, or **Other Documents**. It is important to select a Document Type that matches the requested type. This is how the system knows you have uploaded the requested document and that your corrections are complete.

IMPORTANT: If you do not pick a Document Type that is an exact match for every required type that has been requested, your updated application will NOT be reviewed. Document Types in the dropdown include Bus Stop Photo, Corrections Response, Other Document, Proof of Notification, Route Schedule, Seattle Business License, and Shuttle Route Map. If you believe a requested document is not required or is met by a different document, document your explanation (such as in a Word or PDF file) and upload this document and assign it to the Document Type that was originally requested. If you do not upload a file and assign it to the document type requested, your application will NOT be further reviewed. You may also upload additional documents if needed.

12. Enter a **Description** or other explanatory text useful to understand the document you are uploading.

*** Document Type:**

--Select--

File:

Route Schedule.xlsx

100%

*** Description:**

Save

Select

Remove All

13. Click **Save**.

*** Document Type:**
 --Select--

File:
 Route Schedule.xlsx
 100%

*** Description:**

Save Select Remove All

14. The document you uploaded will now be listed under **Attachments** with a **Document Status** of **Review**.

Bus Stop Photo.docx.pdf	Bus Stop Photo	bus stop photo
Route Schedule.xlsx	Route Schedule	route schedule
Shuttle Route Map.docx.pdf	Shuttle Route Map	shuttle route map
item.pitemx	Seattle Business License	seattle business license

15. Repeat steps 8 through 15 until ALL requested documents have been uploaded.

16. Once you have submitted all required documents, your record status changes to **Corrections Submitted**. If it still shows **Corrections Required**, look for any outstanding requested document types that you may have overlooked (review step 6) and upload the additional required

documents.

Record Number: SDO'

Shuttle Route - Application

Record Status: Corrections Submitted

17. You can log into the [Seattle Services Portal](#) at any time to view the status of your application. Once corrections are submitted, SDOT staff will review your application including the updated documents to make sure that the needed information is available to proceed. The Accela portal status will reflect your resubmission.