



STATE OF WASHINGTON  
DEPARTMENT OF LICENSING  
PO Box 9026 Olympia, Washington 98507-9026

On June 29, 2020, the Department of Licensing (DOL) will replace the software system used to issue and manage business and professional licenses. To ensure a successful transition to the new system, we must shut down some software systems and operations in late June. This will give us the time to prepare and test the new system before we release it to customers and business partners. The shutdown will affect how we communicate and work together during this system transition. We want to share the details to help you with your planning.

The DOL system shutdown will impact most types of professional licenses, including Real Estate Licenses.

Key details are as follows:

- The systems that manage data related to business and professional licensing will shut down June 19 through June 28. During the system outage, we will be unable to update, send, or receive data about impacted license types.
- The web service to apply for or renew business or professional license will go offline June 19, 2020. DOL staff will not be able process any license applications or renewals received between June 19 through June 28.
- We expect all impacted services to resume on Monday, June 29, 2020.
- All DOL staff will be working during the system transition and will be here to support you.

We understand that a system outage is inconvenient. We expect the impact to your operations should be minimal.

We will also post information on our website notifying customers of the planned system outage.

If you have any questions or concerns, please don't hesitate to reach out to us at [REALESTATE@DOL.WA.GOV](mailto:REALESTATE@DOL.WA.GOV).

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