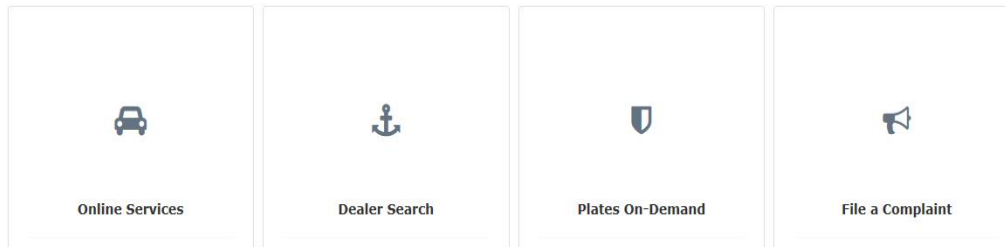
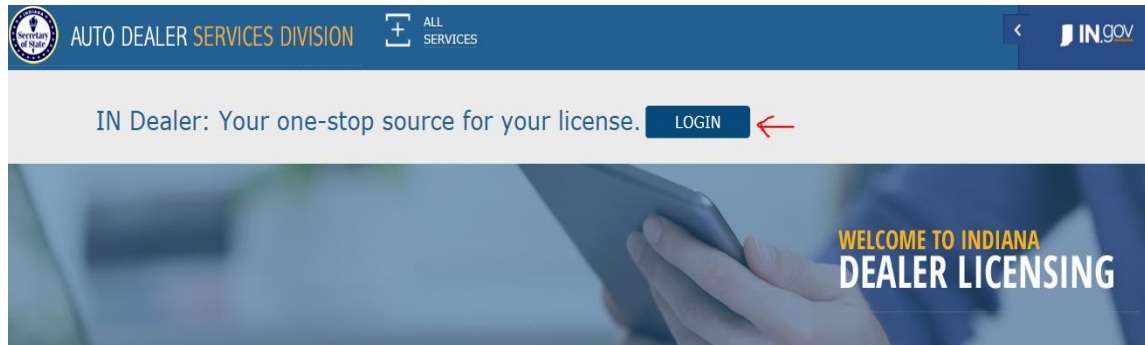


Steps for Completing License Renewal Application Online

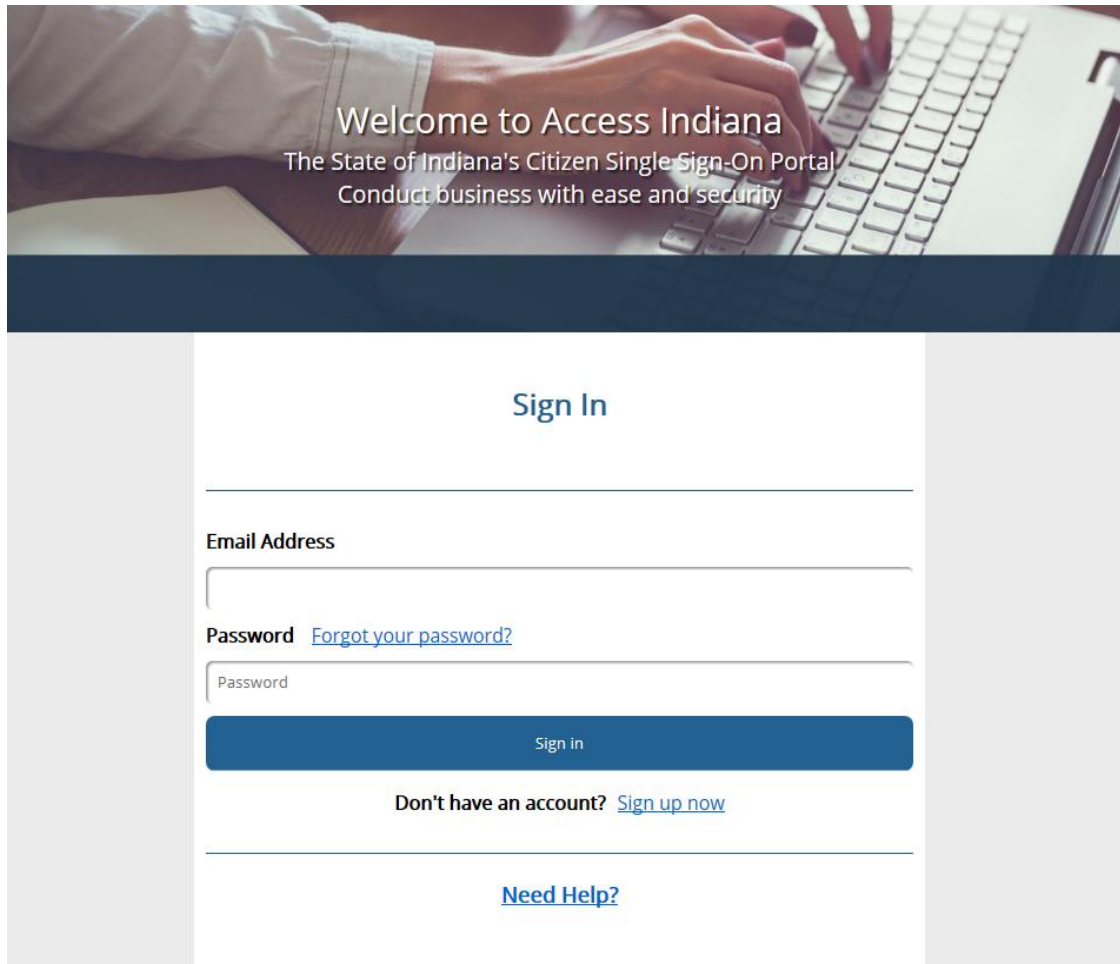
To complete a renewal application online, the user must meet the following:

- a. Have Azure/Access Indiana Account.
- b. Be linked to your online dealer account
- c. Have one of the following user roles assigned to you: Administrator or Primary User. Indiana law requires a dealer owner or dealer manager to complete a renewal application. Those terms are specifically defined by statute (Indiana Code 9-32-2-9.7 and 9-32-2-9.9).
- d. You have not submitted any paperwork to the Division for the current renewal. If your renewal has already been started, the system will not allow you to start the process online for this renewal.

1. **Login** to Online Account: <https://dealers.sos.in.gov/>



a. Enter the user's Access Indiana/Azure account information and Click Sign in:



Welcome to Access Indiana
The State of Indiana's Citizen Single Sign-On Portal
Conduct business with ease and security

Sign In

Email Address

Password [Forgot your password?](#)

Sign in

Don't have an account? [Sign up now](#)

[Need Help?](#)

2. Once logged in, select **Online Services** from the menu on the left side of the screen.
 - a. If linked to more than one dealer, select the dealer for which you wish to submit the renewal from the dropdown menu at the top of the screen.

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ALERTS AND ANNOUNCEMENTS View All

Type	Subject	Generated Date
NO RECORDS TO VIEW.		

NOTIFICATIONS View All

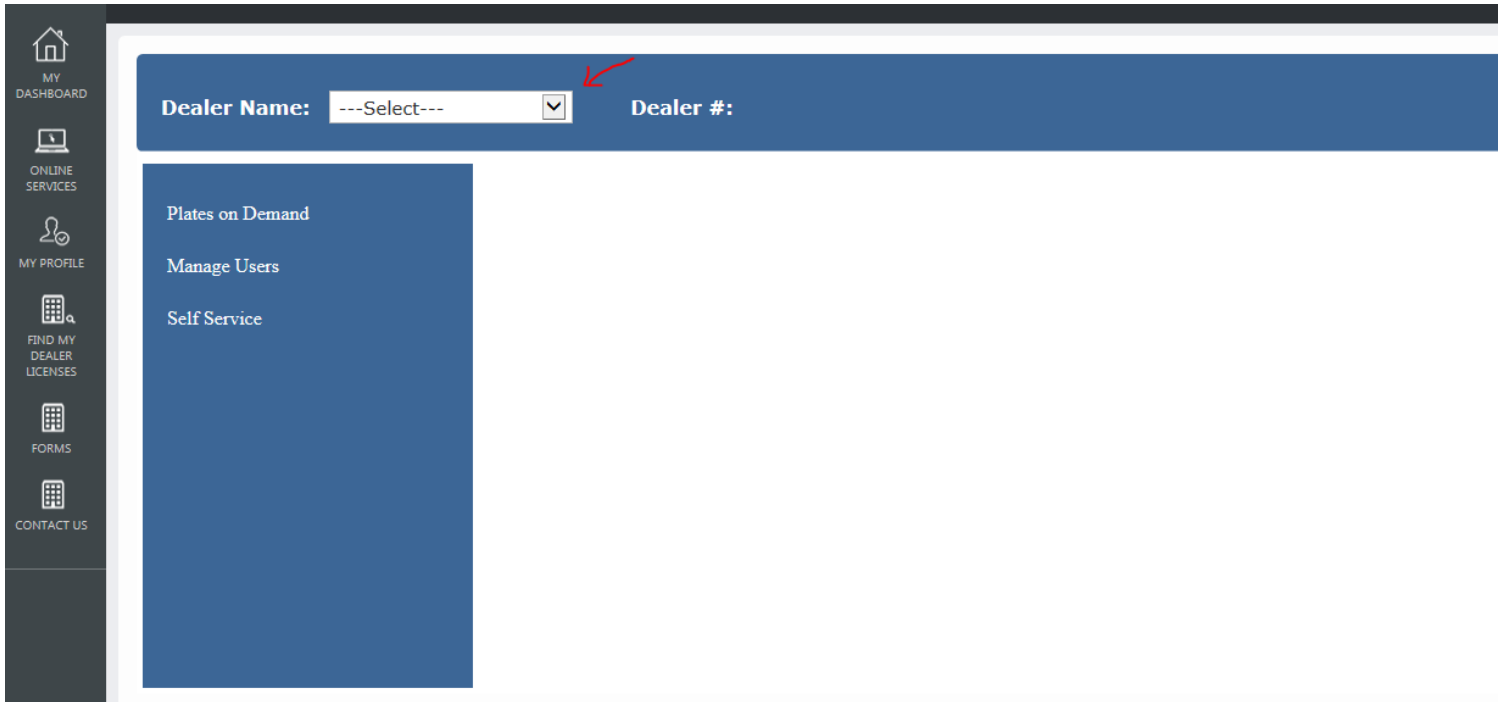
Subject
TEST DEALER 1 - APPROVED - LICENSE RENEWAL USED DEALER - REF:2017112166
[REDACTED] - APPROVED - LICENSE RENEWAL USED DEALER - REF:2017112161

CURRENT LICENSES View All

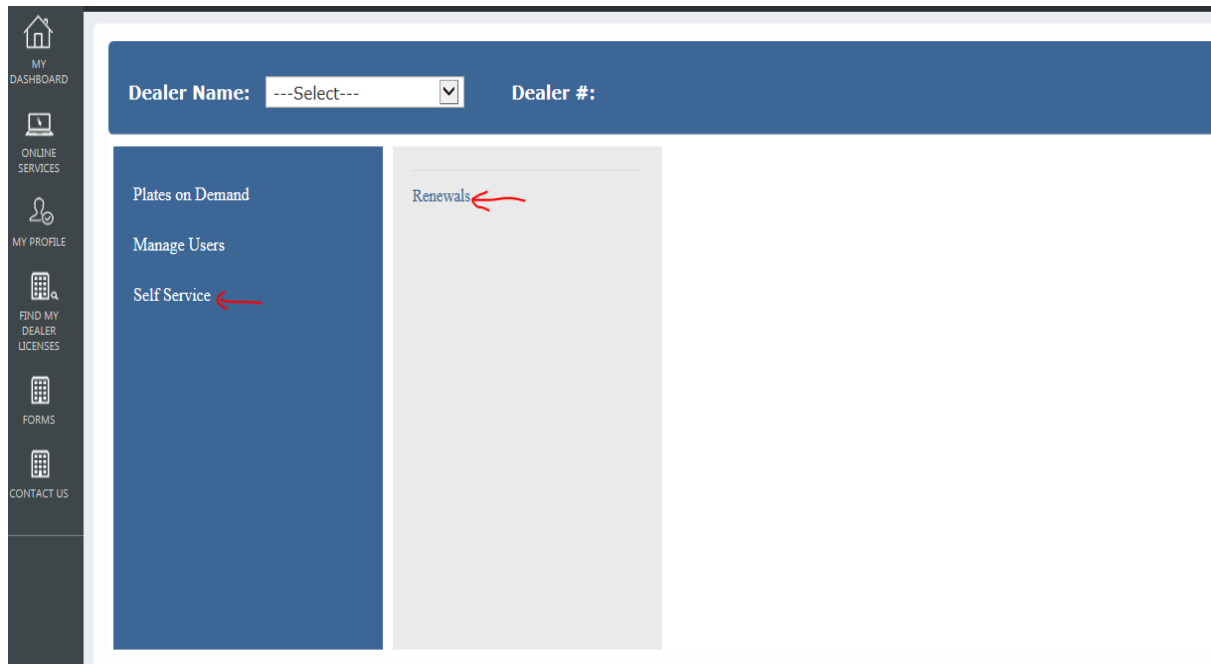
Dealer #	Dealer Name	License Type	Status	Renewal Date
[REDACTED]	[REDACTED]	DEALER NEW	EXPIRED	10/1/2017
[REDACTED]	[REDACTED]	DEALER NEW	VALID	8/1/2018
[REDACTED]	[REDACTED] LLC	DISTRIBUTOR	EXPIRED	10/1/2017
[REDACTED]	[REDACTED]	DISTRIBUTOR	VALID	6/1/2018
[REDACTED]	TEST DEALER 1	DEALER USED	VALID	11/1/2018

RECENT TRANSACTIONS View All

Dealer #	Dealer Name	Transaction Type	Status	Work Order #	Date
[REDACTED]	TEST DEALER 1	LICENSE RENEWAL USED DEALER	APPROVED	2017112166-001	10/18/2017
[REDACTED]	[REDACTED]	LICENSE RENEWAL NEW DEALER	APPROVED	2017112163-001	10/18/2017
[REDACTED]	[REDACTED]	ADDITIONAL DEALER PLATES		2017112162-002	10/18/2017
[REDACTED]	[REDACTED]	INITIAL DEALER PLATES		2017112162-001	10/18/2017
[REDACTED]	[REDACTED]	LICENSE RENEWAL USED DEALER	APPROVED	2017112161-001	10/18/2017



3. Click on **Self-Service**.
 - a. Another menu will open to the right.



4. Click on **Renewal**.
 - a. Must have appropriate user role (Primary or Administrator).
 - i. If the appropriate user role has not been assigned to the person attempting to complete the transaction, an “Access Denied, Insufficient Permissions” error message will appear.
 - ii. Indiana law requires that a renewal application be completed by a “dealer owner” or “dealer manager.”
 - b. An Information Page will appear. This page contains instructions for completing the renewal, including a list of items that are required to be submitted in order to complete the application.
 - c. At the bottom of the Information Page, there is a **Cancel** button and a **Continue** button.
 - i. **Cancel** = Takes user back to their Dashboard
 - ii. **Continue** = Takes user to the Renewal Application page

Dealer Name: **TEST DEALER 1**
Dealer #: **1700402**

PLEASE READ BEFORE YOU CONTINUE

The following items should be gathered in order to successfully complete the Renewal process:

- Valid bond (State Form 53966)
- Document showing valid insurance
- List of which plates you wish to renew
- List of the auctions you purchased from most frequently in the past 12 months, if applicable.
- Number of units sold both retail and wholesale in the past 12 months
- If renewing a mobility endorsement, you will need proof of your accreditation through the Quality Assurance Program of the National Mobility Equipment Dealers Association

In order to prevent unauthorized individuals from making changes to a dealer license, state law requires that renewal forms be completed by a dealer owner or dealer manager.

If you are ready to proceed please select "Continue." If you do not wish to begin the Renewal process at this time, you may select "Cancel."

- Be sure the bond is signed by both the surety and the principal
- The insurance document must specify that the physical location of the dealership is the location that is insured – not the dealer's offsite corporate office

Cancel
Continue

5. On the Renewal Application Page, there will be several sections that need to be completed.
 - a. Status Information
 - i. At the top of the screen general information will be presented about the dealer, including their license status, renewal date, bond expiration date, and insurance expiration date. This information cannot be edited here.
 - b. Mobility checkbox
 - i. This checkbox should be selected if the dealer is either applying for a Mobility Dealer Endorsement for the first time, or is wanting to renew **an existing** Mobility Dealer Endorsement. You will be required to upload proof of certification by the National Mobility Equipment Dealers Association before submitting.
 - c. Sales Information
 - i. The dealer should enter the following information:
 1. The number of units sold retail.
 2. The number of units sold wholesale.

Commented [ERC1]: Should we instead note that is feature won't come into play until January 1?

3. The auctions from which the dealer most frequently purchased vehicles during the past 12 months, if applicable. If not applicable, this can be left blank.

d. Representatives

- i. This section **will only be shown to those with the following license types:**
 1. Distributor License.
 2. Manufacturer License.
- ii. If the Distributor or Manufacturer has active representatives, they will appear here and the dealer will need to mark which are to be renewed. If the user does not wish to renew the certificates for any of the listed representatives, simply do not check the checkbox next to the representative name(s).
- iii. If the Distributor or Manufacturer does not have any active representatives, the text “No Active Representatives” will be shown in this section.

e. Dealer Plates

- i. If the user has dealer plates available to renew, they will appear in this section. The user must indicate which plate(s) should be renewed by checking the checkbox next to the plate number(s). If the user wishes not to renew one or more of the listed plates, they should not check the box next to that plate. If the user does not wish to renew any of the listed plates, they must check the checkbox for “Not renewing plates.” If the user wishes to renew all of the listed plates, they may check the “Select All” checkbox.
- ii. If plates are listed in this section, one of the above options must be selected in order to continue.
- iii. Note: As part of the renewal application, dealers **cannot** request replacement plates for plates that were lost, stolen, or damaged. They must complete State Form 56222 or 56223 (if M-plate). These forms are available at:
<https://secure.in.gov/sos/dealer/2383.htm>.

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Dealer Name: **TEST DEALER 1**

Dealer #: **1700402**

STATUS INFORMATION

Dealer Status: **VALID**

Renewal Date: **11/1/2018**

If you currently have a Mobility Endorsement, and fail to check the Mobility checkbox, your renewed license will **not** contain the endorsement.

Bond Expiration Date:**3/14/2018**

Insurance Expiration Date:**9/8/2018**

Mobility - Please check if you are requesting mobility Endorsement Status for the upcoming renewal year

SALES INFORMATION

Retail units sold during license year 2017 *:

Wholesale units sold during license year 2017 *:

Add the auctions from which you most frequently purchased vehicles in the past 12 months, if applicable:

Add

DEALER PLATES

Not renewing plates

Select All

Existing Plates	Plates Status	Renew
57202B	ASSIGNED	<input type="checkbox"/>
57203B	ASSIGNED	<input type="checkbox"/>

You will be invoiced for the cost to renew your selected dealer license plate (s). Your dealer license plates **cannot** be renewed until payment is made, so timely submission of your completed renewal form is key.

You cannot request replacement dealer license plates using this form. You must use the appropriate state forms, available on our website.

AFFIRMATION

I hereby certify, under the penalty of perjury, that I am authorized to make this application and that the answers and information contained in this application are true and correct.

Application prepared by *: Title *:

In order to prevent unauthorized individuals from making changes to a dealer license, state law requires that renewal forms be completed by a dealer owner or dealer manager.

f. Affirmation

- i. If the user agrees with the statement on the screen, they must check the checkbox next to the affirmation statement and enter their name and title.

- 1. Reminder: The applicant must be a dealer owner or dealer manager, as required by law.

- g. After completing the above steps, the user can select the following buttons:

- i. **Cancel** = A warning message will appear alerting the dealer that cancelling will result in the entered detail being deleted. It allows the user to confirm the cancellation or select Save as Draft.
- ii. **Save as Draft** = The data entered so far will be saved without being submitted. The user can come back to the transaction later to finish it. The draft transaction can be found on the user's Dashboard in the Drafts widget.
- iii. **Save and Continue** = Save the data entered so far and proceed to the Documents page.

6. Documents

- a. The user will be required to upload certain documents before submitting the renewal application online, including:
 - i. Certificate of Insurance

- ii. Surety Bond
 - iii. If the user checked the Mobility checkbox referenced above, they will be required to upload their National Mobility Equipment Dealer Association certification.
 - iv. If the user is renewing an Automotive Salvage Recycler license, they will be required to submit a completed Zoning Affidavit. The form can be found at: <https://secure.in.gov/sos/dealer/2383.htm>.
 - v. The size limit for each uploaded document is 5MB.
 - vi. To upload a document, click the **Browse** button and select the file to upload. Then click the **Upload** button.
 - vii. The user can delete uploaded documents if uploaded in error by clicking on the **Trashcan** icon.
- b. The user will also be able to upload other documents pertinent to their renewal, if applicable.
- c. After uploading all of their documents, the user can select from the following buttons:
- i. **Cancel** = A warning message will appear alerting the user that cancelling will result in the entered detail being deleted. It allows the user to confirm the cancellation or select Save as Draft.
 - ii. **Save as Draft** = The data entered so far will be saved without being submitted. The user can come back to the transaction later to finish it. The draft transaction can be found on the user's Dashboard in the Drafts widget.
 - iii. **Submit** = The data entered is saved and the user is taken to the Shopping Cart page to pay for the **license** renewal fee.

Dealer Name: TEST DEALER 1 Dealer #: 1700402

REQUIRED DOCUMENTS

Document Type	Document	Actions
INSURANCE CERTIFICATE	<input type="text"/> Browse...	<input type="button" value="Upload"/>
SURETY BOND	<input type="text"/> Browse...	<input type="button" value="Upload"/>

- Be sure the bond is signed by **both** the surety and the principal
- The insurance document must specify that the physical location of the dealership is the location that is insured – not the dealer's offsite corporate office

OTHER DOCUMENTS

Browse...

Document Type	Document	Actions
NO RECORDS TO VIEW.		

7. Shopping Cart

- a. The user can pay for the **license** renewal fee by credit card or guaranteed e-check.
 - i. Our payment vendor, Value Payment Systems, charges a fee for online payments:
 1. Credit Card/Debit Card = 2.25% (min \$1.00)
 2. Guaranteed E-Check = 1.25% (min \$1.50). Maximum guaranteed e-check payment amount is \$2,500.
- b. If the user is ready to pay, they must click the **Proceed to Checkout** button, which will direct them to the Value Payment Systems payment page. There, they will enter the information for their credit card/debit card or guaranteed e-check and Submit.

SHIPPING CART

Transaction Type	Dealer #	Dealer Name	# of Units	Fee	Action
LICENSE RENEWAL USED DEALER	1700402	TEST DEALER 1	1	\$30.00	Delete
SUB TOTAL:				\$30.00	

8. Next steps

- a. Once submitted, the transaction will be reviewed and processed by a clerk. The license will be sent to the fulfillment vendor to be printed and mailed as soon as the transaction is approved by the clerk. Once approved, the dealer will receive an invoice to pay for the renewal of their selected plates, if applicable. Dealers cannot pay for their **plate** renewal fee upfront at this time.
 - i. Note: if the user is a Manufacturer or Distributor and selected one or more representative certificates to be renewed, **they will also be invoiced for those items**.
 - ii. Coming soon: the ability to pay these invoices online! For now, these invoices must still be paid by check or money order.
- b. Following submission, the user will be able to track the processing of the license renewal transaction from their **Dashboard** in the **Recent Transactions** widget (see Dashboard screenshot above as an example).
- c. In the **Recent Transaction** widget, the user will see the transaction name, status, and date. The status of the license renewal transaction will be updated as it moves through the approval process. Once approved, it will update to Approved. The dealer can then expect to receive their renewed license in the mail, and an invoice to pay for their license plate(s) and representative certificate(s) renewal, if applicable. As soon as payment is received for the renewal of the license plates and representative certificates, those requests will be made by the system to the fulfillment vendor to print and mail the renewed registration card(s)/sticker(s) and representative certificates.
- d. If there are any problems with the renewal application, the dealer will be contacted.